## Area 1: Vision, Mission, Educational Goals and Learning Outcomes

<table>
<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on evidence)</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Statement of Vision, Mission and Educational Goals</strong></td>
<td></td>
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<tr>
<td><strong>1.1.1 Benchmarked Standards</strong></td>
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<td>• The Faculty/Campus/Division must formulate educational goals consistent with its vision and mission.</td>
<td>The educational goals of all academic programs and courses are formulated by the respective faculties (Shah Alam). As these programs and courses must fulfil the requirements of Malaysia Qualifications Agency (MQA), they went through a very thorough and stringent process to ensure that every educational goal is consistent with the vision and mission of UiTM. The exact syllabus and scheme of work of programs implemented at Universiti Teknologi MARA Cawangan Terengganu (UiTMCT) are administered without modification. The administration and implementation of these syllabuses are closely monitored by the appointed Coordinator Program (KP), Head of Studies (KPP), and the Deputy Rector (Academic Affairs) (TRHEA). To further support the university’s vision and mission, UiTMCT has adopted quality policy by UiTM Shah Alam that is known as Dasar Kualiti UiTMCT. Ref: 600-UiTMKD (PT 12/1) : Pengurusan Kualiti Am : Dasar Kualiti UiTMCT : Manual Kualiti UiTMCT</td>
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<td>• The mission statement and educational goals must reflect the crucial elements of the processes and outcomes of higher education that is in line with national and global developments.</td>
<td>As the development of mission statement and educational goals were prepared by UiTM Shah Alam and the respective faculties, the crucial elements of the processes and outcomes are definitely in line with the national and global aspirations. UiTMCT, being part of the Universiti Teknologi MARA (UiTM) system, follows the same mission and educational goals. Quality Assurance and Enhancement Policy (QAEP) is intended to provide to the stakeholders of UiTM that academic standards are maintained despite the greater autonomy given to the campuses and faculties. The policy is derived from the expectations of MQA and Ministry of Higher Education (MOHE) to act as a mechanism in order to ensure the decentralized campuses and faculties continue to maintain the same level of rigor in their quality assurance operations. To facilitate the achievement of these goals and outcomes, UiTMCT, through its quality policy requires each Pusat Tanggungjawab (PTJ) to develop supportive quality objectives. These quality objectives are in</td>
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| **The vision, mission, and educational goals** must be approved by a governing board or other appropriate body whose membership is made up of those competent to discharge such duties and responsibilities. | The vision, mission, and educational goals must be approved by a governing board or other appropriate body whose membership is made up of those competent to discharge such duties and responsibilities. If UiTMCT follows completely all educational goals as provided by the respective faculties through its various syllabuses, scheme of work, and other relevant academic documents. To be approved, these documents have gone through a series of stringent approval levels by the appropriate governing bodies.

*Pekeling Akademik-2016-03/Garis Panduan Tugas dan Tanggungjawab Pentadbir Akademik dan Perincian Skop Tugas Hal Pentadbiran Akademik Fakulti, Cawangan, Pusat Akademik.*

The subsequent quality objectives were developed by UiTMCT to support the vision, mission and educational goals. These objectives were developed by the respective PTJs and approved by Jawatankuasa Jaminan Kualiti, headed by the Rector.

Ref: 100- UiTMKD (PT 9/10/8)
- Jawatankuasa Jaminan Kualiti
  - File MKSP 1/2016
  - File MKSP 2/2016
  - File MKSP 1/2017
  - File MKSP 2/2017
  - Fail Am– Bahagian Akreditasi Akademik dan Pendigitalan UHEK

| Every Faculty/Campus/Division must disseminate its vision, mission and educational goals to its internal and external stakeholders. | The vision, mission, and educational goals are conveyed to students, lecturers, and other internal stakeholders through various conducts.

They are disseminated to lecturers and other staff in various university- or campus-based programs such as the annual Amanat Vice Chancellor (VC) and Amanat Rector Programs.

Vision, mission, and general educational goals are disseminated to students during the orientation programme (MDS). One session was specifically allotted during MDS for the KPP/KP to further communicate the educational goals according to students' area of study. On the other hand, specific educational goals and learning outcomes are disseminated to students by their respective course lecturers.

General vision and mission are shared with external stakeholders (government, parents, and employers) through the campus website and other mass media (newspapers, bulletins). Specific educational goals or learning outcomes are not shared with external stakeholders except for the relevant government departments (Ministry of Education) and agencies (MQA) for program approval purposes. |
### 1.1.2 Enhanced Standards

- The mission and educational goals **should** encompass leadership qualities in the areas of social responsibility, research and scholarly attainment, community engagement, ethical values, professionalism, and knowledge creation.

The areas of social responsibility and community engagement are led and supported extensively by the campus administration especially Research, Industry Linkages and Alumni Department (PJIA), Student Affairs Department (HEP), Academic Affairs Department (HEA) and other departments or units through many lecturer-staff-student initiatives.

Examples of social responsibility programs which were carried out by clubs or associations under HEP are *Lawatan Tapak ke Rumah Ehsan Bandar Al-Muktafi Billah Dungun, Program Jalinan Kasih, Projek Madu Kelulut Di Sek. Men. Keb. Sultan Omar, Sehari Bersama Anak-anak Yatim, 1SRN 1KOMUNITI*, etc. Other than that, Perpustakaan Cendiakawan UiTMCT also participated in social responsibility programs such as *Bengkel Asas Penjilida & Pemerosesan Teknikal Buku bersama Pengawas Pusat Sumber SK Batu 48 Dungun*. Besides, they were also involved in *Penilaian Anugerah Pusat Sumber Sekolah Peringkat Negeri Terengganu*.

As for research and scholarly attainment, PJIA actively manages matters of research, consultation, entrepreneurship, intellectual property protection, and commercialization. PJIA also assists academicians’ writing for publication in high-impact journals.

PJIA collaborates with the government agencies, private organizations and communities in providing programs to improve the marketability and availability of graduates, generating opportunities for research and community services to the surrounding communities. In 2017, PJIA was also involved with Public-Private Research Network (PPRN) as an initiative by the Ministry of Higher Education Malaysia. It is one of the strategies to close the technological knowledge gap, increase productivity and strengthen Malaysian economic development through innovation and commercialization programs. As for 2017, 11 projects from the ministry were sent for approval and 3 projects went through the bidding process.

Office of International Affairs (OIA) also participated in handling programs between the campus with other higher learning institutions and organizations. In 2017 they managed to establish an affiliation with two international universities – Rajamanggala University of Technology Rattanakosin – International
Development Youth Camp (IYC 2017) and Gunma University, Japan. A discussion on conference and research collaboration with Universiti Sultan Agung Semarang, Indonesia was also held in 2017.

Academy of Contemporary Islamic Studies (ACIS) plays an important role in the community development through various programs and activities including Khidmat Bimbingan dan Nasihat, Pengurusan Zakat and three times of Kuliah Maghrib per week.

Knowledge creation via research work by lecturers and final year degree students as well as postgraduate students is quite extensive. This is shown by their active collaboration and participation in Educational Project of Innovation Competition (EPIC) under International Innovation, Invention & Design Competition & Conference 2017 (ICON) such as Pet E-Cage, Smart Robot Fish and Adaptable Controller by Arduino Leonardo from Faculty of Electrical Engineering. Besides that, Faculty of Hotel and Tourism Management also participated in the knowledge creation between lecturers and students such as Hotel In-Room Braille Telecommande, Eco-Titles, PG Crown Juice, etc. Faculty of Computer and Mathematical Sciences also participated in this conference and conducted a few projects such as Skin Cancer Recognition using Image Analysis with Negative Selection Algorithm, Forum for Unifield International College (e-forum4U), Design and Requirements of FNM E-Commerce System (FES), etc.

Ref : 100-UiTMKD (HEP/35/6/1/ENACTUS) Jilid 2
ENACTUS-Entrepreneur Action Us
: 100-UiTMKD (HEP/35/6/1/RESCOM)
RESCOM- Rural Engagement And Student Community Outreach Mission
: 100-UiTMKD (HEP/35/6/1/KEBUD) Jilid 2
Kerabat Kebudayaan
: 600-UiTMKD9PRP/PT/6/1)
PROGRAM KHIDMAT MASYARAKAT
: 600-UiTMKD(PJIA/RMU 5/2/2)
Kelulusan Penyelidikan Lain-lain Geran
: 600-UiTMKD(PJIA/RMU 5/2/3)
Kelulusan Penyelidikan Dana FRGS/ERGS
: 600-UiTMKD(PJIA/RMU 5/2/5)
Kelulusan Geran & Pembudayaan (RAGS)
: 600-UiTMKD(PJIA/RMU 5/2/1)
Kelulusan Penyelidikan Dana Kecemerlangan
: 100-UiTMKD/ICAN/14/3/2
Hubungan dan Kerjasama Dengan Badan Luar (Aktiviti)
: 500-UiTMKD/PJIA/ICAN/37/9
Pertandingan/Penyertaan (IID/MTE/ITEX dll)
: Fail Umum Pegawai OIA (Office of International Affairs)
The Faculty/Campus/Division should demonstrate that its planning and evaluation processes, educational programmes, educational support services, financial and physical resources, and administrative processes are adequate and appropriate to fulfil its stated goals.

The campus has clearly defined planning and evaluation process to fulfil its goals. Planning and evaluation processes of various academic programs (the main business of UiTMCT) follow standard specifications monitored by HEA, Pembangunan Akademik & Hal Ehwal Kurikulum (PAHEK), Unit Kualiti and other units responsible in ensuring all the planning and evaluation processes are implemented. Besides, Mesyuarat Kajian Semula Pengurusan (MKSP) also plays a role in monitoring all the processes to ensure that these processes are adequate and appropriate to fulfil the goals.

Similarly, each faculty (e.g.: Faculty of Accountancy, Faculty of Business Management, Faculty of Electrical Engineering and Faculty of Hotel and Tourism Management) has established its own strategic planning for its continuous development.

The campus also plans all educational support services requirements including planning for students’ facilities such as college residence and medical facilities. All physical resources for students’ studies such as colleges, classrooms, science laboratories, halls, kitchens, hotel, and sports facilities are adequately planned and evaluated. However, budget constraints and unscheduled changes in university direction has made the planning quite a challenge. Nevertheless, shortcomings were constantly improved.

Financial planning and evaluation by Pejabat Bendahari follow strictly the accounting principles and requirements set forth by UiTM Shah Alam.

The campus director and all PTJ heads explicitly instructed that all main and supporting units of UiTMCT to plan, operate, and monitor all activities to be in tandem with the stated goals.

Ref: Faculty of Accountancy (FP)
PS Fakulti Perakaunan 2016-2018
: Faculty of Business & Management (FPP)
Pemantauan Perancangan Strategik 2016-2020
: Faculty of Electrical Engineering (FKE)
Perancangan Strategik Jawatankuasa Tertinggi FKE 2016-2020
: Faculty of Hotel and Tourism Management (FHP)
Dokumentasi Perancangan Strategik 2017-2020
: UiTMCT Kampus Bukit Besi (UiTMCTKRBB)
Perancangan Strategik 2017-2020
1.2 Participation in the Formulation of Vision, Mission and Educational Goals

| 1.2.1 Benchmarked Standards |  
|---|---|
| **• The vision, mission and goals **must** be developed in consultation with principal stakeholders which include departments, schools or faculties, research centres, governing boards, academic staff, student organisations, and administration and management staff** | The development of vision, mission and goals of the university underwent a rigorous process of gathering information and extensive consultation with principal stakeholders. The staff, students, management and the Board of Directors contributed positively to the discussion to ensure that the vision, mission and goals of the university articulated the communities’ interests and aspirations. As an example, our campus has frequently reviewed its quality objective. so that it is aligned on mission vision goals specified by UiTM. In addition to the main vision, mission and goals of the university, each division and unit in the campus also has its own vision, mission and objectives (VMO). The development of these VMO uses the top-down approach as the statements should be based on the main vision, mission and goals of the university itself. |

| 1.2.2 Enhanced Standards |  
|---|---|
| **• The vision, mission and goals **should** be periodically reviewed in consultation with a wider range of stakeholders that may include the community, civil society, international peers, alumni, industry, professional bodies, funding agencies, and the government.** | The campus' objectives are reviewed when there are changes made to the university's vision, mission, and goals. This applies to all divisions and units in the campus. The quality objective were be continuously reviewed. Enhancement and endorsement will be done during MKSP. This enhancement and endorsement is based on the achievement or performance of the objectives if any. The review mechanism is administered by Unit Kualiti and and it is periodically reevaluated through meetings and workshops. |
### 1.3 Academic Autonomy

#### 1.3.1 Benchmarked Standards

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<td><strong>● The Faculty/Campus/Division must have sufficient autonomy to design the curriculum of the qualifications that it is conferring and to allocate the resources necessary for their implementation to ensure the achievement of their learning outcomes.</strong></td>
<td>The curriculum is under the ownership of the respective faculties in which the campus does not have the autonomy to design its own curriculum. However, when a review of existing curriculum takes place, the faculty will call out the staff responsible for administering the programs to discuss each discreet aspect of the curriculum. The latest policy has given the campus the authority to offer new programs of its own. The consent allows the campus to allocate the resource necessary for its implementation. To date (2018), the campus has designed two (2) new programs: Diploma in Safety Industrial Technology &amp; Hygiene (to be offered in Jun 2018 for interim session) and Bachelor in Mobile Computing (Hons.). Ref: <em>Fail Umum Bahagian Pembangunan Akademik &amp; Hal Ehwal Kurikulum (PAHEK)</em></td>
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<td><strong>● The academic staff must be given sufficient autonomy to focus on areas of his expertise, such as curriculum development and implementation, academic supervision of students, research and writing, scholarly activities, academically-related administrative duties, and community engagement.</strong></td>
<td>Sufficient authority was given to the academic staff in developing a curriculum after the campus has been given the authority to develop a new program. Then, all academic staff are given opportunity to supervise diploma and degree students. However, for master and PhD programs, the designated posts of supervisor are only offered to lecturers that are qualified to advise the students. PPS UiTMCT plays its important roles to identify these qualified supervisors. The list of expertise is attached in the PPS UiTMCT website. In terms of research and writing, all academic staff has full authority to publish their work – and these publications should be registered with PRISMA. However, for those who are conducting funded research, their proposals must be approved by the university or KPT or other parties of where the funds come from. The task and administrative duties of fellow academicians follow strictly the rules that are stated by the campus and university such as Peraturan Akademik and Manual Penasihat Akademik. The campus is given full authority to involve in community engagement programs led by its fellow academic staff. The examples include Program Destini Anak Yatim Ke IPT 2018 Dalam Halatuju Kerjaya Permataku Sayang (by HEP UiTMCT KD), Projek Cendawan Tiram Bersama Sekolah Kebangsaan Sultan Omar dan Sekolah Menengah Sura (by PJIA UiTMCT KD), Majlis Amal Bersama Aman Palestine (by PJIA UiTMCT), and religious sermons (by ACIS), We Care 4U: Fun with Maths di SMK Seri Nilam (by UiTMCT KKT), Program Gotong Royong- Touch Point Under National Blue Ocean Strategy (NBOS) Territory of Dungun (by Bahagian Pengurusan Fasiliti UiTMCT KRBB), Seminar e-Rezeki (by MASMED UiTMCT KRBB), Students Exchange Program- “Gunma University, Japan – Gunma Ramadhan Experience 2017*</td>
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and Rajamanggala University of Technology Rattanakosin – International Development Youth Camp IYC 2017 (by HEA UiTMCT) and *Ekspo Sifar Keciciran* Ke Universiti (by HEA UiTMCT).


: [http://prisma.uitm.edu.my](http://prisma.uitm.edu.my)
: 600-UiTMKD(PJI/RMU 52/2)
  Kelulusan Penyelidikan Lain-lain Geran
: 600-UiTMKD(PJI/RMU 52/3)
  Kelulusan Penyelidikan Dana FRGS/ERGS
: 600-UiTMKD(PJI/RMU 52/5)
  Kelulusan Geran & Pembudayaan (RAGS)

: Laporan PAKAR HEA 2017
: Laporan PAKAR PJIA 2017
: Laporan PAKAR HEP 2017

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<th>1.3.2 Enhanced Standards</th>
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<td>• The Faculty/Campus/Division <strong>should</strong> strive to expand the boundaries of academic autonomy to reflect the progression of its intellectual maturity.</td>
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Academic staffs are given ample opportunity to develop their career plan and progression subjected to the requirements by academic program and course. They are encouraged to pursue their studies up to the PhD level.

Research, writing, and publication are strongly encouraged and nurtured.

The organisation of national and international conferences by the campus reflects its intellectual maturity. The conferences include the International Innovation Invention & Design Competition & Conference (ICON 2017) and Educational Project of Innovation Competition (EPIC 2017), organised by PJIA UiTMCTKD.

International participation of UiTMCT academic staff and students include MOUs and MOAs between the campus with other higher learning institutions and organisations. In 2017, the campus established an affiliation with two international universities - Rajamanggala University of Technology Rattanakosin - International Development Youth Camp (IYC 2017) and Gunma University, Japan (Gunma Ramadhan Experience) through a student exchange program. Besides that, a discussion on conference and research collaboration with Universiti Sultan Agung Semarang, Indonesia was also held in 2017.
1.4 Learning Outcomes

1.4.1 Benchmarked Standards

| The Faculty/Campus/Division must formulate learning outcomes and educational goals consistent with its vision and mission. | This is currently under the prerogative and control of faculty until full autonomy status is achieved; however, at present, UiTMCT is well-represented in the formulation of learning outcomes when any curriculum development exercise is undertaken by the faculties at Shah Alam.

In March 2016, UiTMCT was given a mandate as Pengurus Utama (PU) or lead manager of four academic programs; CS110 Diploma in Computer Science, CS247 Bachelor of Science (Hons) Computational Mathematics, EH110 Diploma in Chemical Engineering and HM110 Diploma in Hotel Management. The role of a PU is to ensure that each of its academic program follows the Code of Practice for Program Accreditation (COPPA), the standard of the program itself and professional bodies (if available).

To date, UiTMCT has designed and developed two (2) new programs: Diploma in Safety Industrial Technology & Hygiene and Bachelor in Mobile Computing (Hons.) in order to prepare itself for a full autonomous status. The design of these programs' learning outcomes and educational goals strictly follows the process requirements of MQA and are consistent with the university's vision and mission. |

| The Faculty/Campus/Division must define the specific competencies that students should demonstrate upon completion of the period of study. | The design and development of new programs currently follow very strict processes and thorough scrutiny of the relevant approval bodies. The specific students' competencies that students should demonstrate upon graduation must go through and pass the various levels of approval bodies.

As the development of these new programs follow the Malaysian Qualification Framework, the mastery of the specific body of knowledge and the various skills are taken into consideration and defined accordingly. Presently, only Diploma in Safety Industrial Technology & Hygiene has obtained MQA provisional accreditation certification at the end of 2017 and is ready to receive its first batch in September 2018. |
With an aim to produce more holistic and well-rounded graduates, each faculty is expected to utilize a new approach to assess students known as iCGPA (Integrated Cumulative Grade Point Average). The system will not only assess knowledge and thinking skills (as is the current practice), but also competencies based on the other primary attributes that comprise Malaysia’s student aspirations, namely: ethics and spirituality, leadership skills, national identity and language proficiency; and the creating of opportunities for students to acquire entrepreneurial skills. In other words, by having a spiderweb diagram on the students’ examination result slip, iCGPA enables people/future employer to visually understand each student's personal ability in various contexts.

In essence, the curriculum and learning experiences offered by the faculties must target;
- The advanced mastery of the discipline;
- The development of personal, interpersonal and social skills; and
- The habits and virtues of the mind and heart.

However, only three programs from Faculty of Hotel and Tourism Management (HM110, HM240 and HM242) and one program from Faculty of Business and Management (BM114) have been fully operating the teaching and learning activity based on iCGPA format. The remaining programs from other faculties are currently finalizing their iCGPA documentation and will start their operations in March and September 2018.

Ref: Fail Umum – Bahagian Akreditasi Akademik dan Pendigatan UHEK
- https://hea.uitm.edu.my/
  Manual for iCGPA - HEA UiTM (pdf. version)
- http://sims.uitm.edu.my/
  Manual for iCGPA: Constructive Alignment, Engagement, Assessment Reporting System - SIMS (pdf. version)
- http://quickr.uitm.edu.my/
  UHEK Toolbox

### 1.4.2 Enhanced Standards

- The Faculty/Campus/Division **should** specify the link between competencies expected at completion of studies and those required for career undertakings, further studies, and good citizenship are linked through industrial training and other relevant programs held by the university. The students are encouraged to involve in educationally, socially and culturally purposeful programs such as Program Kepimpinan Pewaris Bangsa, Career Day, talk or seminar on furthering studies, and industrial visits. Specific modules for these purposes are administered by HEP under its relevant units such as Unit Kepimpinan Pelajar (UKP) and Unit Kaunseling dan Kerjaya.

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To further illustrate, UKP and Unit Kaunseling dan Kerjaya with an aim to produce students with an ideal Towering Personality has deployed a module, which is Modul Kepimpinan Pewaris Bangsa. The contents of the module put a greater emphasis on instilling moral values and leadership skills by conducting programs such as UiTM di Hatiku, Tanah Airku, Akhlak & Keperibadian, Modul Kepimpinan Survival Bangsa, Modul Kepimpinan Professional, Modul Kepimpinan Ikon, Neuro Linguistic Programming and Modul Destini Kenegaraan. While Unit Kaunseling dan Kerjaya has done several programs such as Program Pembangunan Kerjaya, Program Pembangunan Pelajar Interim (Profiling Personality and Pembangunan Pelajar), Career Profiling and PEER.

In order to produce students who has good citizenship, a spirituality program was held by Persatuan Islam Baitul Hadhari (PIBH) such as Lawatan Ukhuwah ke JPNR UiTM Kelantan, Ceramah Semusim di Barzakh, Gemia’s Munajat, Taman-taman Syurga, Street Dakwah, Mekanisma Kesedaran Berilmu, Kursus Pengurusan Jenazah, Hijrah Amali Solat Sembang Santai Bersama GEMA, Munajat Final dan Aman Palestin dan Liqa Perdana dan Iftar Jamaie.

Besides that, some clubs under Unit Mahasiswa like Mesyuarat Kepimpinan Mahasiswa (MEKEM) and Badan Keadilan Mahasiswa (BKM) have done activities like Majlis Jamuan Makan Malam Sekretariat Mesyuarat Kepimpinan Mahasiswa, Get to Know BKM, Movie Night with BKM, Debate Show 2.0 and Modul Badan Keadilan Mahasiswa 2017.

To further enhance English competency as required by the industry, English language is extensively used on campus. Drama competition was held and open to all students in the campus to participate. This gives opportunity for students to participate in the public speaking using the English language.

The campus also embeds in curriculum the acquisition of soft skills through various course requirements like report writing skills, presentation skills of core subject across disciplines like Final Year Project or through non-core subjects like public speaking, communication skills and entrepreneurships.

Co-curricular activities further develop students’ skills like negotiation, leadership, and confidence building through theatre and literary genres, sports and recreation, uniform bodies, debate, and public speaking.

In the development and design of new programs, every faculty is required to survey and pilot study every new course to ensure that there is a link between the academic programs and industry requirements.

To enhance entrepreneurial skills, the campus conducted programs that can improve the marketability of graduates such as Program Latihan Keusahawanan Mahasiswa (PLKM), Mini PLKM, Enactus In House Training, SME Internship Programs, Program Tunas Mekar Siri 6, Karah Mall and Program Pembudayaan Keusahawanan.
Although there are many activities within the campus that suggest a link between learned competencies and industry expectations, a more specific physical link should be established.
## AREA 2: CURRICULUM DESIGN AND DELIVERY

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<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on evidence)</th>
<th>Rating</th>
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<tbody>
<tr>
<td>2.1 Curriculum Design and Teaching-Learning Methods</td>
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<td>2.1.1 Benchmarked Standards</td>
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<td>● The Campus/ Division <strong>must</strong> have a clearly defined process to establish, review and evaluate the curriculum in which the faculty, the administration and the governing board play active roles. All these are managed and monitored by Academic Development and Curriculum Affairs or in Malay named as <em>Pembangunan Akademik dan Hal Ehwal Kurikulum</em> (PAHEK). Within the spectrum of curriculum affairs, PAHEK, which represents the administration of Academic Affairs Division of UiTMCT has greatly involved in monitoring the faculty’s programme curriculum activities. This unit is responsible to manage as well as facilitate relevant information and resources to faculty members at UiTMCT throughout the process of: i) curriculum revision, ii) new programme curriculum development, and iii) accreditation (both application and renewal).</td>
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<td>UiTMCT has a defined curriculum affair in which the campus, the administration and the governing board play active roles. All these are managed and monitored by Academic Development and Curriculum Affairs or in Malay named as <em>Pembangunan Akademik dan Hal Ehwal Kurikulum</em> (PAHEK). Within the spectrum of curriculum affairs, PAHEK, which represents the administration of Academic Affairs Division of UiTMCT has greatly involved in monitoring the faculty’s programme curriculum activities. This unit is responsible to manage as well as facilitate relevant information and resources to faculty members at UiTMCT throughout the process of: i) curriculum revision, ii) new programme curriculum development, and iii) accreditation (both application and renewal).</td>
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<td>In 2017, all academic programmes (i.e. from Diploma to Master Degree level) offered to students at UiTMCT followed the MQA standard and remain accredited by the agency since their first debut. All procedures and processes related to academic curriculum affairs are been standardized and established by the Curriculum Academic Units (i.e. Unit Hal Ehwal Kurikulum - UHEK), Academic Affairs Division, UiTM Shah Alam.</td>
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<td>At faculty level in UiTMCT, PAHEK regularly communicates with the Head of Academic Centre (<em>Ketua Pusat Pengajian</em> - KPP) to obtain updated information regarding existing and new programmes development. Each faculty has identified and appointed a person in charge (PIC) among the academic staff who is responsible for faculty’s academic programme curriculum affairs. The PIC liaises and works closely with KPP and PAHEK throughout the process of revising the existing academic curriculum, establishing curriculum for new programme, and application/renewal application of new programmes. However, it was found that there were too many changes in regulation occurred and needed to be complied by faculties due to suggestions and instructions from the UHEK, UiTM Shah Alam to realign with the national academic agenda, setup by the Ministry of Higher Education (MOHE), Malaysia.</td>
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<td>● All programmes <strong>must</strong> be considered only after their needs assessment has indicated that there is a need for them to be</td>
<td>Assessments in the form of market surveys as well as existing and previous students’ academic performance have been conducted from time-to-time. These are done depending on two different situations which are based on the length of each programme, and based on the need for new programme development. The feedbacks from the related external bodies and experts (refer to 2.1.2) were also considered. This is evidenced in <em>Kertas Cadangan Semakan Kurikulum</em> for HM110 and CS110 (i.e. curriculum revision for existing programmes), and <em>Kertas Cadangan Penubuhan Program Akademik</em></td>
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- All programmes must be considered only after the resources to support them have been identified.

Before a new programme is suggested, availability of resources is ensured and assessed in accordance with *Garis Panduan Akademik & Kurikulum UiTM Edisi 2010*. Evidence in *Kertas Cadangan Penubuhan Program Akademik Baharu, Bachelor of Mobile Computing (Hons), Fakulti Sains Komputer dan Matematik (FSKM)* showed that the number of the staff and their academic qualifications have been assessed. All the required resources have been identified accordingly. This includes laboratory facilities, equipment, and number of academic and administration staff.

- The aims and objectives of all programmes must be consistent with, and supportive of, the Faculty/Campus/Division’s vision and mission.

All aims and objectives of programmes are in line and supportive of UiTM vision and mission as can be seen through the Programme Educational Objectives (PEOs), Programme Outcomes (POs) and learning outcomes (LOs) of all programmes offered. This is evidenced as in the implementation of OBE in all the programmes offered.

- The Faculty/Campus/Division must show that the content, approach, and teaching-learning methods of the curriculum are consistent with, and supportive of, their learning outcomes.

Teaching and learning activities in UiTMCT take place in many different ways such as in the classroom, outside the classroom and online (i.e. Blended Learning through ilearn V3 and Massive Open Online Courses - MOOC). Activities planned for any subjects taught closely follow the requirement stipulated in the syllabus. This varies from university, faculty, elective and co-curriculum subjects. These subjects are under the monitoring of both HEA and HEP.

As a mean of ensuring that the design of the curriculum supports the attainment of LO, UiTMCT follows the guidelines of Code of Practice for Programme Accreditation (COPPA) in formulating the programme outcomes. With the implementation of OBE-SCL, each course must spell out its CO clearly. All syllabi have CO-LO and CO-PO matrices in order to ensure consistencies with Learning Outcomes.

The evidence for this practice is stated in Internal Audit Report 1 and 2/2017 (*Pengendalian Pengajaran: PK (O)-UiTMT-04*). Internal Audit Report 1 and 2/2017 which reported the university’s management from the period of 1 January until 31 June 2017 was audited on 21 July – 4 August 2017. The samples of lecturers’ Course Portfolios show that the content approaches, and teaching-learning methods of the curricula are consistent with and supportive of, their learning outcomes. From the audit report, it can be concluded that the lecturers have fulfilled and abided all the requirements as stated in the Internal Audit Report 1 and 2/2017. Meanwhile, Internal Audit Report 1/2018 which recorded the university’s management from 1 July to 31 December 2017 will be audited from 11-28 February 2018.
- **There must** be a variety of teaching-learning methods in order to achieve the eight domains of the learning outcomes and to ensure that students take responsibility for their own learning.

The eight domains of the learning outcomes are embedded in the syllabus and scheme of work for each course. The common teaching and learning (T&L) activities practised by most lecturers are divided into two types: face-to-face and non-face-to-face. Examples of face to face T&L are: Lecture, Tutorial, Laboratory/Kitchen, Guest Speaker, Experiential learning (HM, AC) and Academic Visit. Examples of non-face-to-face activities are: Blended Learning (iLearn, WhatsApp group, Telegram group, Facebook, iClass), MOOC, Open Educational Resources (OER) and Industrial Training.

In order to measure the effectiveness of the T&L, Student Feedback Online (SuFO) is used. At the same time, observation by audit monitoring teaching quality and PROPENS are also used as a mechanism to improve the T&L of lecturers.

In addition, with the implementation of OBE, the students should take responsibility for their own learning by referring to Self-Learning Time (SLT) allocated for each course.

- The teaching and learning activities **must** be consistent with the curriculum.

UiTMCT ensures its curriculum and instructional methods encourage student centred learning and outcome-based activities known as OBE-compliant. The syllabus must follow OBE attainment guidelines. Closing de Loop (CDL), Continuous Quality Improvement (CQI) and Program Learning Outcome (PLO) attainment reports by lecturers including results from SUFO, Entrance and Exit Survey, students' examination grades, CO-PO-LO-KI and OBE-SCL (Student Centred Learning) implementation.

Lecturers in Charge (LiC) for every course is also appointed by KPP to monitor and ensure that the teaching and learning process (including assignments, quizzes and tests) are consistent among lecturers as well as follow the requirements as stipulated in the syllabus. The LiCs are also responsible to have a close connection with the Resource Persons and any updates regarding the course are distributed to the lecturers.

All evidence shows that all teaching and learning activities are consistent with the curriculum.

### 2.1.2 Enhanced Standards

- **The curriculum should** encourage multi-disciplinary approaches to

It is compulsory for students from all programmes offered at the university to take Faculty Core Courses (*Kursus Teras Fakulti*), Programme Core Service Codes (*Kursus Teras Program (Servis)*), Core Courses programme (*Kursus Teras Program*), University Requirements courses (*Kursus Wajib Universiti*), and University Elective courses (*Kursus Elektif Universiti*). The courses must aligned with Programme Standard
enhance personal development through electives, study pathways and other means which should be monitored and appraised.

| endorsed by MQA. Through this courses alignment, multi-disciplinary area is achievable. In order to ensure the success of the implementation, the Academic Advisor (Penasihat Akademik) is responsible for monitoring and advising the students’ study pathways every semester. This is effectively done by Academic Advisors via different measures, for example during meetings with their students. As an example, for HM110 (Diploma in Hotel Management), the programme structure must include:  

- Compulsory module: 10% – 17%
- Common core: 20% – 23%
- Program core: 57% - 67%
- Electives: 0 – 7%
- Industrial Training: 9% - 13%

The multi-disciplinary approach for HM110 is achieved through 1½U 1i concept. Currently, the full-time mode study is conducted according to the study plan and the duration for 2 ½ years (5 semesters) in which students will have to go through the lecture process in campus for 2 years (4 semesters) and one semester for industrial training. Meanwhile, in the current curriculum reviewed implementation, 1 ½ years are spent at the campus, and 1 remaining year for industrial training. This approach was approved by JKIKU (Jawatankuasa Induk Kurikulum Universiti) and the approach will be implemented on Mac 2018.

Ref: Cabutan Minit Mesyuarat Jawatankuasa Induk Kurikulum Universiti Ke 42 
: Kertas Cadangan Semakan Kurikulum HM110 

- The needs analysis for all programmes should involve feedback from external sources including the market, students, alumni, peers, and international experts whose commentaries are utilised for purposes of curriculum improvement.

| UiTMCT had been appointed as the PU (Pengurus Utama) for four programmes, namely CS110, HM110, and EH110 for diploma level as well as CS247 for bachelor degree level. The curriculum for all these programmes is reviewed every three years by the Curriculum Development Committee (CDC). The CDC includes the faculty members, personnel from other academic institutions and representatives from the industry. They are chosen based on their vast experience in the industry and exceptional proficiency at respective programme. The following table shows the list of personnel from other academic institutions and representatives from the industry that were appointed as the members of the CDC.

<p>| | | | |</p>
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<tbody>
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<td></td>
</tr>
<tr>
<td>Programme</td>
<td>Personnel from other academic institutions</td>
<td>Representatives from the industry</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>------------------------------------------</td>
<td>---------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| CS110     | • Prof. Mustafa bin Mat Deris
           | UTHM
• Prof Siti Mariyam Shamsuddin
     | • En. Rizwal Zakaria
           | UTM
• Prof Abdul Hanan Abdullah
     | Manager, Data Cloud,
           | UTM
     | RZ-MDEC
• Mr. Duncan Lee
     | • Mr. Chai Zhi Yuan
     | Manufacturing IT Principal Engineer
     | Vice President
     | DL-INTEL
     | CZY-Tecforte |
| HM110     | • Prof. Madya Arfah Kassim
           | • En. Mohd Ghazali Sayed Ibrahim
           | Dekan, Fakulti Hospitaliti dan Seni Kreatif
           | Pengurus Besar
           | Management & Science University (MSU)
     | Grand Bluewave Hotel, Shah Alam
• En. Sharezal Abdul Wahid
     | • En. Huza Radzi
     | Pengarah Concierge
     | Perunding Utama,
     | The Majestic Hotel, Kuala Lumpur
     | HuzaRadzi Consultant |
| EH110     | There is no IPTA/IPTS panel reviewer
           | • En. Ammar Shamsuddin
           | appointed yet.        | Petronas Gas Berhad
• Puan Nor Hasridah Hassan
           | • Ir. Nik Mohd Sapawi Nik Salleh;
           | Petronas Gas Berhad
| CS247 | • Profesor Dr. Jamaludin Md. Ali, USM  
• Profesor Dr. Maslina Darus, UKM | • Encik Aminuddin Shuib, Kedah  
Bioresources Corporation Sdn. Bhd. (KBIOCORP), (Kulim Hi-Tech, Kedah) |

The curriculum review for HM110 had been carried out in January 2017 with the implementation of a new programme structure namely 1½U 1i concept, which incorporates the iCGPA system. The faculty has taken into account performance assessment processes, reviews and comments from external examiners, panel of industrial advisors, Harvard Outcomes Domain (HOD), Sustainable Development Goals (SDG) and The Fourth Industrial Revolution elements. The processes involved periodical meetings and returned feedbacks from the panel of industrial advisors.

The curriculum review for CS110 started in January 2017 and expected to be implemented in September 2018. Evaluations and reviews from the external examiner and the industry panel were reported in the "Kertas Cadangan Semakan Kurikulum CS110. On the other hand, for EH110 programme, the curriculum was reviewed in March 2017, therefore the next curriculum review implementation is expected in 2018.

As for CS247, the curriculum review started in January 2017. Thus, the curriculum review is expected to be implemented in 2018. Meanwhile, for postgraduate programmes, UiTMCT is only given the responsibility in running the programme in terms of registration and class management. Matters pertaining to the review of the programme are conducted by UiTM Shah Alam and are not applicable to UiTMCT.

Ref : Kertas Cadangan Semakan Kurikulum CS110  
: Kertas Cadangan Semakan Kurikulum EH110  
: Kertas Cadangan Semakan Kurikulum HM110

- **There should be co-curricular activities that will enrich students’ experiences, and foster personal development and responsibility.**

Co-curricular activities and courses are mainly under the responsibility of the Co-curriculum Unit under Students Affairs Division (HEP) and funds are from Tabung Kegiatan Pelajar (TKP), Tabung Kokurikulum, Tabung Sukan and Tabung Kolej. In 2017, HEP spent a total of RM177,511.60 for 429 budgeted society programmes as reported in Fail Kegiatan Pelajar, located in HEP. Besides that, students are allowed to carry out activities that are in accordance with the syllabus or related to the academic development using Tabung Amanah Pembangunan Akademik (TAPA) which is under supervision of Hal Ehwal Akademik (HEA). There were a total of 133 projects conducted in 2017 involving TAPA funds with the total cost of RM179,753.30.
Many activities were organized to enrich students’ experiences, and foster their personal development and responsibility. Some of the activities conducted by certain units under HEP were Kempen Appreciation Post: Stand By Me, Skaterpreneur, Hijrah Amali solat, Program komuniti school buzz 2.0: "Amalan Berjimat Cermat Dan Menabung", TESDEC Challenge 2017 and many more. In addition, certain faculties under HEA also conducted activities such as “Program bakti siswa dan mesra kasih, Kampung Wa, Jerangau”, craft with nature, electrical engineering innovation exhibition and competition 2017 (EEIEC), mini exhibition of microcomputer engineering applications, bearish or bullish? Go get your right stock, service jump start entrepreneur: 3c missions and many more.

All students are also required to pass co-curricular courses during their terms of study. The Unit KO offers co-curricular courses from five (5) main categories of Uniform Bodies, Spiritual and Religiosity, Self-Development, Arts and Culture, as well as Sports. The HEP of UiTMCT also organized activities which are made compulsory for students in order to develop and enrich their experiences and personal development such as Module Kerjaya 1 (Diploma) and Module Kerjaya 2 (Bachelor Degree) activities and ULPKP modules. Reports and feedbacks of students’ activities have been submitted by respective programme committees.

*Program Kecemerlangan Akademik* (PKA) is a centre under the supervision of HEA which is one of the initiatives carried out in UiTMCT to help and monitor the weak and ‘at risk’ students by developing study buddy or study group. This activity is guided by excellent students who perform excellently on certain courses.

Ref: *Fail Kegiatan Pelajar: 100- UiTMKD (HEP/35/6)*
: *Fail TAPA*
: *MKSP*
: *Fail PKA*

### 2.2 Curriculum Content and Structure

<table>
<thead>
<tr>
<th>2.2.1 Benchmarked Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All academic programmes must incorporate the core content of the discipline that are essential for understanding the concepts, principles and methods that</td>
</tr>
</tbody>
</table>

To ensure the core contents of all academic programmes are understood by all academic staff, the recruitment is based on qualifications in each field of study. All academic staff need to go through a mandatory course phase conducted by the Institute of Leadership and Development (ILD) such as the KAP workshop and attend the OBE course or workshop at Dungun campus. Any issues related to OBE may also be referred to an appointed expert. Study plans, major courses, electives and credit prerequisites will be informed by the KPP to the Academic Advisor (PA) every semester begins.

Appointment of LiC is another way to ensure that all lecturers understand all aspect of the courses. The appointment will ensure that scope of teaching, questions and markings are in line with the JSU of the
support the programme outcomes. Moreover, LiC will make sure that Fail Kursus is updated from time to time because it is one of the references and will make it easy to those teaching that particular code to refer. This will also ensure that file keeping becomes more systematic and organized which will benefit everyone.

The new lecturers are required to attend several courses to make them aware of the curriculum design in the university to achieve the POs and PEOs of each programme. PAHEK also organizes iCGPA workshops every semester to all new lecturers involved with it to facilitate lecturers to know the methods of uploading scores and other related matters. Other than that, faculties are also taking initiatives to pass information informally through faculty meetings, emails, Whatsapps group, morning coffee sessions and discourse.

Each semester, the Continuous Quality Improvement (CQI) is reported by lecturers and it will be presented by the KPP at a meeting chaired by Deputy Rector (Academic). The result of the meeting will also be brought to the MKSP so that the necessary steps of improvement can be taken.

Consistently, it shows that all academic programmes do incorporate the core content of the discipline that are essential for understanding the concepts, principles and methods that support the programme outcomes.

- All academic programmes must fulfil the requirements of the discipline and incorporate topics of local, national and international importance, taking into account the appropriate discipline standards and international best practices for the field, as well as changes in them.

All academic programmes are designed to meet the discipline requirements by adhering to the guidelines on the Program Standards outlined by COPPA. It has taken into account the standards of international discipline and best practice according to the set outlined. For example, the engineering program is designed to comply with the standards set by the Engineering Accreditation Council (EAC) and the accounting program must follow the practice of the Malaysian Institute of Accountants (MIA).

UiTMCT through OIA has provided exposure and experience to students involved with international programmes such as Summer Program and ASEAN Camp in Thailand, Sakura Science and Gunma Ramadhan Experience in Japan involving more than 20 students. UiTMCT also received 32 students from China through the Summer Program from Xi'an, China. In addition, several programmes at UiTMCT combine international dimensions through various ways, such as signing MoU with Economic Karaganda University, Kazakhstan, Rajamangala University of Technology, Rattanskosin, Thailand, Gunma University, Japan and Universiti Sumatera Utara, Indonesia. Among the agreed conditions are student exchange programmes and employee mobility programmes. Examples of activities planned to be conducted are sending a group of lecturers to teach at the designated universities. UiTMCT also has a cooperative relationship involving seminars and conferences like the Universiti Sumatera Utara, Medan, Indonesia.
Students are also encouraged to organize study tours to various establishments and institutions to gain experiences and knowledge directly from industry such as students of EE111 visited Janakuasa Sultan Yussuf JOR, Cameron Highland, HM240 visited Bukit Gambang Resort, KPJ and Grand Riverview Hotel while HM112 visited Penjara Pengkalan Chepa, Hotel Renaissance and Kilang Elektronik Rohmwako at Pengkalan Chepa, Kelantan.

The above mentioned show that all academic programmes fulfil the requirements of the disciplines and incorporate topics of local, national and international importance as shown by evidence.

### 2.2.2 Enhanced Standards

- The Faculty/Campus/Division should establish mechanisms -- through the use of the latest technology and through global networking -- to access to real time information and to identify up-to-date topics of importance for inclusion in the curriculum and its delivery.

Various curriculum instruction methods such as i-Learn, CDL-CQI, SuFO and AIMS have been used as mechanisms to deliver the curriculum.

Different mediation approaches and mediums including social media groups are established by faculties such as using Google Drive, Whatsapp, Facebook, Telegram and Twitter. Through this medium, it enables the latest development information on the field to be disseminated and achieved quickly. iLearn and iNED have encouraged lecturers to develop e-content materials as the latest technology in the teaching and learning process. In addition, through i-Learn portal, lecturers can also share teaching materials, which are accessible to students. In 2016, UiTMCT began to promote and create the latest online course version known as MOOC. Until the end of 2017, as many as 22 courses were reported to be involved in the development of MOOC at UiTMCT. At Bukit Besi campus, LED TV facilities are available while in Kuala Terengganu Campus is equipped with a Big Data Lab complete with internet access and other facilities to access diverse data.

UiTMCT believes in continuous enhancement of knowledge through global networking. UiTMCT has organized International Innovation, Invention & Design Competition & Conference 2017 (ICON 2017) held on September 28, 2017 at Science & Creativity Centre, Kuala Terengganu. By having these conferences, lecturers can keep abreast with new development or research findings in certain field of knowledge.

Besides that, online publication is one way how UiTMCT lecturers and students can be involved in publishing academic research. Examples of journals publishing students’ thesis are, Terengganu International Management and Business Journal (TIMBEJ), Terengganu International Finance and Economics Journal (TIFEJ) and E-Academia. As an example, Faculty Business and Management (FBM) encourage students from Bachelor of Business Administration (Hons) Finance (BM242) to produce article journals or proceedings from their thesis (FIN672). In order to complete this task, students were encouraged to access real time information through data stream, annual report or stock exchange data.
UiTMCT encourages continuous advancement in knowledge especially in T&L process through innovations. In 2017, there were many groups of innovators that won awards in IID conventions. The most proud of KIK's single participation from UiTMCT for 2017 was from the FBM East Cost group with their project titled 'Course setting and Tracking Database (CSETT)'. They received gold medal award and secured the second place in KIK East Coast Region and gold medal award throughout the UiTM system.

UiTMCT also incorporated various learning techniques in order to ensure that the graduates are well equipped to meet the present demand of working environment. For instance, FPHP has adopted a mechanism to ensure that their graduates are exposed to Experiential Learning Programme which is developed to push students to use their SLT effectively by requiring each student to apply their knowledge by means of doing certain hours of practical work at Hotel UiTM.

In addition, library in UiTMCT which also known as Perpustakaan Cendekiawan provides all the facilities needed to ensure all the students and staff especially lecturers get the latest information in supporting and assisting in T&L process.

These are the facilities provided by Perpustakaan Cendekiawan, UiTMCT:

<table>
<thead>
<tr>
<th>No</th>
<th>Facilities</th>
<th>Services</th>
<th>Evidence</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Services Counter</td>
<td>Consultation and Reference Service</td>
<td>Buku Log Statistik Khidmat Nasihat dan Rujukan at Information Services Counter</td>
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<td>Mac</td>
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<td>Nov</td>
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<td>Dec</td>
<td>41</td>
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<td><strong>Total</strong></td>
<td><strong>530</strong></td>
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</tr>
</tbody>
</table>

*The statistics of Consultation and Reference Service for Jan-Dec 2017.*

3. **Magazine Section**

- Printed journal and serial publication
  - A total number of subscribed journal and serial publication for Jan-Dis 2016: 6 titles

- **Fail Langganan & Bayaran Jurnal Bercetak**
  - Local: 600-UiTMKD(PRP/UJP D/6/8/4)
  - International: 600-UiTMKD(PPRIP/UJP D/6/8/5)

- Total number of collection of printed journal for Jan-Dec 2017: 4 titles

4. **News Section**

- 7 different local newspapers (daily)

- **Fail Langganan & Bayaran Akhbar**
  - 600-UiTMKD(PPRIP/UJPD/6/8/13)

- Subscribed Newspapers:
  - UM - Sinar
  - BH - Kosmo
  - NST - The Star
  - HM
|   | Computer Lab (40 units of PC) and Wireless and WiFi availability | - 44 online databases (journal, newspaper, 'stock exchange data')
- Institutional Repositories - can be used to access WebOPAC, database and online collection subscribed by Perpustakaan UiTMCT | - EzAccess: [http://ezaccess.library.uitm.edu.my](http://ezaccess.library.uitm.edu.my)
UiTM Institutional repository: [http://ir.uitm.edu.my/](http://ir.uitm.edu.my/)

|   | Inter Library Loan (ILL) / Pinjaman Antara Perpustakaan (PAP) | Provide books, journal articles etc, loan services from all university libraries in Malaysia | [Fail Pinjaman Antara Perpustakaan 600-UitMKD(PRP/UPPPK/6/4/4)](http://ir.uitm.edu.my/)
Mailing Address:
Unit Perkhidmatan Pelanggan & Pengurusan Koleksi, Perpustakaan Cendekia wan, UiTM Terengganu Kampus Dungun Sura Hujung 23000 Dungun Terengganu
Tel: (+609)-8400183 Fax: (+609)-8400199

|   | | | Expansion of subscription from Perpustakaan Tun Abdul Razak(Utama) UiTM Shah Alam

For Jan-Dis 2017, a total number of 5 PAP applications had been received. 4 out of 5 had been successfully granted.
| 7. | Mobile Bookdrop | Special boxes are placed at several places outside of library for the returning book purpose. | Location:  
- PJIA  
- HEA  
Rekod Kutipan Buku at Mobile Bookdrop is placed at the main counter of Perpustakaan Cendekiawan | The total collection for Jan-Dis 2017 was 217 scripts. |
| 8. | Mobile Library | Loan book is done outside of the library  
Target: UiTM Staff (Terengganu) | Aktiviti Perpustakaan 600-UiTMKD(PP/PT/6/1) | Practised since November 2012  
Frequency: 3 times a year  
**Sarjana (HEA)**  
(3 to 5 April 2017)  
Loan:  
77 titles (book)  
**Hotel UiTMCT**  
(3 to 5 October 2017)  
Loan:  
23 titles (book)  
**Intelek**  
(3 to 5 December 2017)  
loan:  
37 titles (book) |
| 9. | Program Pendidikan Pengguna | -Consultation & Reference Service -Information skill Class -Library Orientation Briefing | Attendance Record for Program Pendidikan Pengguna  
- Evaluation Form for Program Pendidikan Pengguna  
- *Borang Penilaian Orientasi Perpustakaan BorangPrpC(UPM)/PenilaianTaklimatPerpustakaan/01/2005)*  
- *Borang Penilaian Kelas Kemahiran Maklumat* | Every six months’ evaluation.  
A total number of 1408 students had attended information Skill Class which organized by the librarians |
The report of Penilaian Objektif Kualiti Bahagian Perpustakaan volume 2: At least, 85% users is satisfied with the Program Pendidikan Pengguna which attended in that year.


<table>
<thead>
<tr>
<th>Month</th>
<th>Number of students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>22</td>
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<tr>
<td>Feb</td>
<td>38</td>
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<td>Mar</td>
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<td>Nov</td>
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<td>Dec</td>
<td>0</td>
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<tr>
<td>Total</td>
<td>1408</td>
</tr>
</tbody>
</table>

Overall, well established mechanisms had been set up to ensure the curriculum delivery through the latest technology application.

## 2.3 Management of Programmes

### 2.3.1 Benchmarked Standards

- Students must be provided with the most current written information about the aims, outline, learning outcomes, and methods of assessment of programmes offered.

UITMCT provides several guidelines and handbooks/manuals during the new student registration. The guidelines include Buku *Peraturan Akademik Program Diploma dan Sarjana Muda (Pindaan 2017)* (https://hea.uitm.edu.my), Akta 173 of the Universiti Teknologi MARA Act 1976 (legaladvisor.uitm.edu.my).

In addition, guidelines such as the *Garis Panduan Aktiviti Pelajar and the Manual Kemahiran Insaniah (KI)* are available online and are easily downloaded through the Student Portal.

At the faculty level, students are provided with following handouts:

- Faculty of Hotel and Tourism Management – Food Lab Safety and Orientation for Advanced Food
by the Faculty/Campus/Division.

- Faculty of Chemical Engineering – Low Over Weirs for CHE241, Continuous and Batch Stirred Tank Reactor for CHE244, Vapor Liquid Equilibrium for CHE246, Saturation Vapor Pressure Measurement Apparatus for CHE144
- Faculty of Applied Science – Laboratory Experiments for Organic Chemistry.

The course aims, course outline, learning outcomes and method of assessment of each course offered by the programmes are included in the course syllabus. Students are given the course information at the beginning of the semester as a guideline to what the subject is about. It was noticed that learning outcomes were also referred as course objectives and course outcomes by certain faculties such as Faculty of Computer & Mathematical Sciences and Faculty of Hotel and Tourism Management.

Course syllabus is reviewed and updated every 3 (diploma) or 4/5 (bachelor degree) years by the PU. For the purpose of curriculum review, the PU considers feedbacks based on the CQI report and also the curriculum review survey results.

| All programmes must have a coordinator and a team of appropriate academic staff (e.g., programme committee or team) that is responsible for the planning, implementation, evaluation and improvement of the programme. | Ketua Pusat Pengajian (KPP) for Pengurus Utama (PU), is appointed by Deputy Vice Chancellor Academic & International [reference number 500-HEA (23/4/1)] is responsible to monitor programmes offered throughout UiTM system. This includes preparation of the final exam questions, preparation of Jadual Spesifikasi Ujian (JSU), conducting curriculum review (every 3/4/5 years) as well as to prepare Closing the Loop (CDL) report for programme enhancement. The KPP is assisted by Resource Person to ensure proper planning, evaluation and improvement of the programme. The KP is responsible to manage all programmes in the faculty. The coordinator is appointed by the Rector (reference number 500-UiTM (PT. 23/4/6)). Among the duties are academic administrative, lecturer management, student management and quality management for all programmes offered in the faculty. The KP is assisted by Penyelaras Program (Faculty of Accountancy) and the Academic Advisor that focuses on the students’ management and Lecturer in Charge (LiC) which manages each course offered in the programmes. |
| All programme teams must have authority and established procedures for Each programme is planned and monitored by KPP, KP and the strategic planning team, for instance the Perancangan Strategik (PS) team in Faculty of Accountancy and Jawatankuasa Tertinggi FKE (JTF) team in Faculty of Electrical Engineering. The KP assists KPP and strategic planning team in implementing the programme activities. |

| 4 | 3 |
programme planning and monitoring.

| All the KPP/KP/RP are supported by adequate clerical and support resources and by all lecturers on the faculty, Hal Ehwal Akademik (HEA) staff, and students. In addition, resources such as computers, printers with toner and papers are provided to ensure that these responsibilities can be carried out efficiently except UiTMCT Bukit Besi Campus.

The KPP is responsible for resolving any conflicts of educational principles to ensure that the goals and the requirements of the specific disciplines are achieved through the following specific committees:

- Jawatankuasa Akademik Negeri (JAN), which is the highest governing body on the campus, provides an avenue for the KPP/KP to resolve academic issues of the faculty.
- Campus Discipline Committee is responsible for elucidating students with respect to academic and non-academic issues such as unsatisfactory class attendance and moral problems.

- All programme teams must be given resources to implement the teaching-learning activities, and to conduct programme evaluation for quality improvement.

| All programmes are given adequate resources such as Semi-TEC classrooms furnished with computers to be used by the lecturers for teaching and learning activities.
Other resources are semi-TEC classrooms, internet access (wireless), learning management system such i-Learn portal, air conditioned rooms, LED TV at Bukit Besi Campus and library references. Internal audit quality is also done to ensure that all teaching and learning activities are on the right track as per Lesson Plan.
For quality improvement, each lecturer should submit a CDL and CQI report to the LiC to be analyzed and report any weaknesses to the KPP through the Faculty OBE Representative by part. Then the report will be addressed by the KPP for further action and being reported to the PAHEK and presented to TR HEA and copy will be send to UHEK Shah Alam. The summarized report will be reported to the top management in the MKSP. Any form of improvement or problem that needs immediate action at the faculty level, the KPP will disseminate to the Faculty for prompt action.

- All programmes in term of content and delivery must be regularly reviewed and evaluated and the results utilized to assure quality. (At level 6 and above of

| All PU in UiTMCT must evaluate and review their syllabus content and delivery in the curriculum review process, which is conducted over a 3-year cycle or 4/5-year cycle.
UiTMCT has four (4 ) PU:
- Bachelor of Science (Hons) Computational Mathematics (CS227/247)
- Diploma in Computer Science (CS 110)
- Diploma in Hotel Management (HM110)
- Diploma in Chemical Engineering (EH 110) |

| 3 |

| 3 |
| the MQF, the review must involve external examiners.) | In 2017, three (3) PU programmes have reviewed the contents and delivery of the curriculum. Diploma in Hotel Management (HM110) completed the curriculum review process in 2017. Other three (3) programmes [Bachelor of Science (Hons) Computational Mathematics (CS247), Diploma in Computer Science (CS110) & Diploma in Chemical in Engineering (EH110)] were still in the process of reviewing and getting approval to commence with revised curriculum.  

In UiTMCT, all programmes are conducted based on Outcome-Based and Student-Centered Learning (OBE-SCL) environment. In OBE-SCL cycle, 4 features are monitored to ensure the programme quality. The 4 features are Learning Outcome (LO), Course Outcome (CO), Programme Outcome (PO) and Programme Educational Outcome (PEO). Every semester, Closing the Loop (CDL) is prepared to evaluate the semester’s result to ensure every course in every program meets the objectives.  

The results from both CDL and CQI are presented in the *Mesyuarat Kajian Semula Pengurusan (MKSP)*, which is held twice a year. The KPP is expected to take note of the issues raised, and corrective actions are to be undertaken (MKSP Minute of Meeting Bil 1/2017 held on 26 Februari 2017 and MKSP Bil 2/207 held on 11 September 2017). |
| --- | --- |
| *The Faculty/Campus/Division must provide a conducive learning environment for its students in which scholarly and creative achievements are nurtured.* | Adequate resources are provided for students’ conducive learning environment both in the classroom and at the hostel. In the classroom, students are provided with air conditioned rooms and computer labs, semi-TEC system and internet access (wireless). Some problems that occurred were regarding the air conditioner which malfunctioned, a number of doorknobs were jammed, and ICT equipment were in bad shape such as poor lighting of the LCD projector. However, the Jawatankuasa Bilik Kuliah had taken initiatives to cater these problems by taking into account all the complaints and made sure each and every complaint had been taken care of. They also conducted a spring cleaning in order to reorganize the classrooms as well as to check their conduciveness before the semester starts. New facilities like chairs and tables are also installed to replace the old ones. Similarly, students are provided with internet access and study room at the hostel. Besides that, the hostel compound is within walking distance to the academic building which is connected with a canopy covered walkway, a small surau as well as a dining hall.  

Other facilities include library (Academic Library), centre for mentoring system (*Pusat Kecemerlangan Akademik-PKA*), student center (discussion room) and prayer room for male students (Block 6) and female students (Block 10). UiTMCT also provides Waqaf Ilmu which is conducive for use by campus residents for discussion, casual chats and other activities. At Chendering Campus, a Big Data Lab is also available for UiTMCT residents. |
UiTMCT offers a variety of ways to nurture creative achievement by encouraging students to participate in numerous competitions at various levels such as Student Invention, Innovation and Design 2017 (SIIDE 2017), International Innovation Invention and Design Competition (ICON) 2017, Electrical Engineering Student Conference & Exhibition 2017 (EESCE 2017), Asian Culinary Challenge 2017 (IKIP), The Halal Chefs Challenge at International Expo & Conference 2017, Culinaire Malaysia 2017, iFaTIIC2017 and iTeLearn 2017.

- The Faculty/Campus/Division must have effective structures and processes when fulfilling the necessary criteria and standards of qualifications awarded.

UiTMCT has effective structures and processes when fulfilling the necessary criteria and standards of qualifications awarded to the students as stipulated in the Code of Practice for Program Accreditation (COPPA) and the respective Program Standards that is available online – http://www.mqa.gov.my.

Students who have fulfilled the entry requirements set up by MOHE and university will be accepted to study in this campus. Students have to fulfil certain credit hours of required courses stated by programme and university. This requirement is based on the Program Structure for each program for example Pelan Pengajian HM110 – 91 credit hours aligns with the minimum requirement of the MQF Level 4.

The structures and processes of diploma and bachelor degree conferral start from the day a student enrolls in UiTMCT until the student graduates at the end of a given programme as described in the MQF for Degree Conferral and Qualification Award.

Upon completion of the study, HEA is required to prepare the graduating students' list (500 UiTMKD AKA2/4) which is sent to Shah Alam for Senate endorsement. Then, the Jawatankuasa Induk Majlis Konvokesyen UiTMCT will organize a convocation ceremony. The convocations in UiTMCT was held from 18-19 April 2017 and 1-2 November 2017.

Students need to fulfil a minimum of 90 credits hours (Diploma) and 120 credit hours (Bachelor Degree) with minimum 2.00 to be awarded the certificate (Refer to MQF, Lampiran 3). Each student academic achievement is monitored by the Academic Advisor to ensure that they could achieve the minimum requirement.

In performing the above-mentioned processes, cooperation is received from staff in various departments such as HEA, Bahagian Pentadbiran, HEP, INFOTECH and BPF. In addition, computers, printers and papers are provided to facilitate the accomplishment of the respective duties.

### 2.3.2 Enhanced Standards

4
- Innovations to improve teaching and learning should be continuously developed, adequately supported, and critically evaluated, in consultation with principal stakeholders and experts, internally and externally.

Innovation in teaching and learning in UiTMCT are adequately supported by HEA, UiTMCT. All new lecturers in UiTMCT have to undergo trainings in teaching through KAP (Kursus Asas Pengajaran) conducted upon demand. In-house training courses that have been organised in 2017 include Bengkel Google Doc, MOOC Hour, Program Pemurnian MOOC 450, Taklimat Pembangunan MOOC450 and Bengkel Semakan E Content.

In order to motivate T&L innovations, all lecturers are encouraged to join National Electronic Content Development Competition 2017 (National E-ConDev 2017) at UiTM Shah Alam and i-TeLearn 2017 at UiTM Perlis. The lecturers who prepared and completed the e-Content for one course received honorarium from iLQAM Shah Alam.

In addition, the Faculty of Hotel and Management has also taken an initiative to introduce several electronic evaluation systems which are vital for practical classes; namely Restaurant Operation Evaluation System (ROPES), Culinary and Restaurant Evaluation System (CARES) and Hotel Management Evaluation System (HOMES).

In meeting the required standards, the T&L innovations have been evaluated by internal reviewers (Panel Penilai e-Content). At the faculty level, for instance, the Faculty of Electrical Engineering has inculcated Conceive, Design, Implement & Operate (CDIO) elements into selected courses such as Electro-Technology (EEE111), Introduction To C Programming (ECE126), Basic Communication Engineering (ECM241), Final Year Project 1 (FYP 1), Final Year Project 2 (FYP 2), Microprocessor System (ECE345) and Microcontroller (EPO361). Since CDIO is a new innovation educational framework in T&L, feedback from the students was obtained at the end of the semester. This is important to ensure the objective of providing real-world initial foundation in engineering course is met.

The Government as the principal stakeholder allocates budget specifically in teaching and learning under MOHE. Teaching and learning process in UiTMCT is assessed by Pemantauan Profesional Pensyarah (PRO-PENS) to ensure the lecturers attain their professionalism. In addition, Jawatankuasa Pemantau Pensyarah Baru evaluates teaching quality of new lecturers. Result from the evaluation is used as a benchmark for continuous improvement in teaching and learning.
The review and evaluation of programmes should involve external expertise nationally and internationally.

KPP of the PU is responsible to conduct the curriculum review over the 3-year cycle (Diploma) or 4/5-year cycle (Bachelor Degree). The reviewers comprise of senior lecturers from the whole UiTM system and external expertise. The review and evaluation of programme is important to ensure that the current programme still meets the market’s demands. This review is included in the program planning and monitoring activities.

The dean of the respective faculties appointed external experts based on experience and areas of specialization in industry. The curriculum review team is responsible for identifying industry experts, for instance AJK Semakan Kurikulum HM 110.

For HM110, the curriculum review completed in 2017 and the external panels appointed are as follows:

- En. Huza, Radzi, Consultant, HuzaRadzi Consultancy
- En. Sharezal Abdul Wahid, Director Concierge, The Majestic Hotel Kuala Lumpur
- Prof. Madya Arfah Kassim, Dean, Fakulti Hospitaliti dan Seni kreatif, Management & Science University (MSU)

The roles and responsibilities of the industry panels are to evaluate the current syllabi in order to determine whether the curriculum is still valid to the industry as well as to provide recommendations on any subject matter needed. The feedbacks are well documented based on the suggestions from the industry players. Some of the feedbacks for HM110 are:

i. The duration for industrial training should be lengthened to 6 months.
ii. The panels concurred with the implementation of WBL at the diploma level to strengthen the university-industry relationship.
iii. The faculty should ensure that a particular student should be trained at one (1)/specific department during their industrial training, so that they become specialist in that area.
iv. To enhance English proficiency among students since it is critical in hotel operations.

For CS 110, the external experts were invited to evaluate the reviewed syllabus, as follows:

- Mr Duncan Lee – DL-INTEL
- Mr Chai Zhi Yuan – CZY-Tecforte
- En Rizwal Zakaria - RZ-MDEC
Some of the feedbacks for CS110 are:

1. If student does not have any basic knowledge in programming language, C++ would be difficult and complex to master. Python will be more flexible and suggested as it has object oriented features. Recommend paradigm to be taught here as one to one. This is because it has programming and it is more to concept and theory. DNAR also explained that the C++ here is more giving on the introduction and the concept not in depth of programming language.

2. Database application should be upfront and before introducing database. This is because once scripting and object oriented has been introduced, the delivery and continuous process would be more structured.

Ref : Minutes of Meeting Digital Expert Panel (DXP) Meeting 4/2017

Once the review and evaluation is done, similar programs conducted in other campuses are subjected to the required changes.

<table>
<thead>
<tr>
<th>2.4 Linkages with External Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.4.1 Benchmarked Standards</strong></td>
</tr>
<tr>
<td>- The Faculty/Campus/Division must have linkages with all external stakeholders at the local, national, regional or global levels for the purposes of planning, implementing and reviewing its programmes.</td>
</tr>
</tbody>
</table>

| Penyelidikan Jaringan Industri & Alumni (PJIA) in UTMCT is responsible to create and manage linkages with external stakeholders. Ties with the stakeholders is an excellent platform in order to improve the curriculum. An example of a linkage with local external stakeholder was the collaboration with Steelcon Energy Sdn. Bhd which sees a collaboration of industry organizations for wind turbine. The campus also has established industrial linkages through MoUs organized by MASMED UTMCT with external stakeholders such as Enactus projects as well as SME Internship Program. One of the Enactus projects would be the collaboration with two secondary schools, Sekolah Menengah Kebangsaan Sura and Sekolah Menengah Sultan Omar, under Projek Trigona Honey Enactus. This community service gives chances to special need students the experience to be involved in managing a stingless honey bee project at their respective schools. The second project which has established a firm linkage with external industry is Oyster Mushroom Project Enactus. Another programme that also sees such linkage would be the SME Internship Programme. The main objective of this project is to assist students to have hands-on experience in running business before they graduate. It is therefore hoped that through this project, UTMCT graduates would have a know-how on venturing into businesses that would be generate income not only to themselves but others as well. |
| Other than that, UTMCT is very supportive in the new approaches in terms of teaching and learning processes which leads to exchanging ideas with others in the same field. International Innovation, Invention & Design Competition & Conference 2017 (ICON 2017) and Educational Project of Innovation Competition 2017 (EPIC 2017) are two platforms where new ideas on T&L are shared and communication. |

| 4 |
These two great events were conducted on 20 July 2017 and 28 September 2017 respectively, involving many participants, which include academicians, university students and schoolers.

To enhance internationalization efforts, UiTMCT had signed several memoranda of understanding with several universities abroad. International linkage was established with an MoU with KEUK (Karaganda Economy University, Kazakhstan) by ICAN to improve and develop international cooperation inter university by having exchange students for practical and research on relevant areas. Through this MoU, UiTMCT had sent a total of four students to the University of Economics Karaganda, Kazakhstan in the field of Business and Management on 18 November 2016 to 31 January 2017. The objective of this exchange was to enhance the mobility of students from UiTMCT as well as to expose them to the culture and way of life abroad.

Besides that, another MoU was also established with Gunma University, Japan. In 2017, there were 2 programmes involving both universities which are Gunma Ramadhan Experience (GRE) and Sakura Science Project involving 10 students from various engineering field in each program. GRE was one month from 15 May -15 June 2017. The Sakura Science Project on the other hand was a one-week program from 27th August to 2nd September 2017. In both programmes, students from various engineering fields embarked on a one-week journey to Gunma University from 27th August to 2nd September 2017. They attended lectures, visited laboratories and went for industrial visits. The students had also conducted a sharing session in UiTMCTKD of their experience on 17-21 December 2017.

In addition, UiTMCT has signed an MoU with Rajamangala University of Technology Rattanakosin, Thailand. This was an initiative for the internationalization of UiTM. Among the topics of discussion were the exchange program for students and lecturers, collaboration in terms of research / publications / seminars / conferences and lastly, E-learning activities. As a start, Rajamangala University of Technology Rattanakosin will send representatives to present at the Terengganu Multidisciplinary International Conference 2018 (TeMIC2018).

The aims of the linkages are exchange of materials, information, modules, necessary facilities and appropriate knowledge in the relevant areas including the activities and modules on community services; exchange of lecturers to enhance the professionalism and gain experience in the relevant fields; become an intermediary to any corporation or body for students practical placement and related research activities; and invitation of authorized officials to visit and develop cooperative mechanisms between the parties. More efforts are underway to intensify the internationalization initiatives of UiTMCT to identify and foster collaboration with several other foreign universities in future.
● The Campus should obtain feedback from employers and utilise the information for curriculum improvement as well as for purposes of student placement, training and workplace exposure.

The Coordinator of Industrial Training is responsible to place the students for industrial training placement and evaluation. Each student is assigned with one supervisor from the program and the industry, respectively. The student is evaluated and feedback is used to improve the curriculum and training. Previously, academic staff from the program visited the student and the workplace supervisor for feedback on student’s performance. Students’ industrial training evaluation was done through phone conversations between the academic staff and the supervisor at the workplace.

Evaluation was also done to the employers to justify whether the industrial is suitable for other trainees. The data collected is recorded by the Industrial Training Coordinators of the respective faculty after the students reported their duty as a confirmation of presence. Based on the data reported, improvements on student’s industrial placement and workplace exposure are made.

● The Faculty/Campus/Division should facilitate students to develop linkages with external stakeholders.

The Campus facilitates students to develop linkages with external stakeholders through various activities. Students are exposed to stakeholders during the practical training, professional talks, academic visits and project review. This has created an opportunity for students to join the industry if they are offered. A good practice to exemplify this would be through the Accounting Experiential Learning Program (AELP) which was established from 2014 until 2017. For better improvements, several factors are taken into consideration and thus AELP has been rebranded to AELF which stands for Accounting Experiential Learning Firm. The final AELP was done in February 2017 and AELF has started since 20th November 2017. The kickstart of AELF has seen involvement of 30 students. The differences between AELP and AELF are as below:

<table>
<thead>
<tr>
<th></th>
<th>AELP (until March 2017)</th>
<th>AELF (starting November 2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>The office was located off campus</td>
<td>AELF office was established in campus - to make it easy for the students to clock in at the office while waiting for class or when they do not have any classes.</td>
</tr>
<tr>
<td>Participati on</td>
<td>Voluntary</td>
<td>Voluntary but priority is given to students who never learned for any accounting subject (Prinsip Akaun) at school as well as those who are week in Financial Reporting subject.</td>
</tr>
<tr>
<td>Fee</td>
<td>RM100 (RM50 is from students’ fund and the remaining is paid by the</td>
<td>100% is under ARAS grant worth of RM10, 000 (team members: Dr Wan Mohd Nazif b W M Nori, Dr Roziani Ali and Mr. Ithnahaini Baharudin).</td>
</tr>
</tbody>
</table>

4
| Collaboration | CABC – preparing and managing the documentation, facilitators and giving chance to interested AELP participants to undergo actual accounting practice as accounting trainee at CABC during semester break. | CABC is in the process of collaborating with the Malaysian Institute of Accountant (MIA) to further enhance accountancy programmes in UiTMCT |

Faculty of Accountancy has collaborated with CABC (Cemerlang Accounting and Business Centre) program in providing better working experience for the students. The faculty also continues working with MAIDAM to create accounting system to every mosque in Terengganu. Furthermore, the faculty also collaborated with schools in Dungun which offer accounting subject.
## AREA 3: ASSESSMENT OF STUDENTS

### Quality Criteria and Standards

| Review: Evaluate, judge, conclude, continuous quality improvement (based on evidence) |
|----------------------------------------|-----------------|-----------------|-----------------|
| 3.1 Relationship Between Assessment and Learning |

### 3.1.1 Benchmarked Standards

- The principles, methods and practices of student assessment **must** be aligned with learning outcomes and the curricula.

  Course information provided by resource person (RP) should take into account all OBE requirements such as the course outline setting and it needs to be mapped out with the taxonomy levels and learning outcomes set by MOHE. All assessment methods and practices are aligned with learning outcomes and the curricula through CO-PO, CO-LO matric shown are documented in course information. Each course offered by UiTMCT must provide course information and it is available through the Academic Information Management System (AIMS). All lecturers must comply with the procedures outlined in the course information.

  Other than that, the RP also will provide JSU template for preparing examination question and it will go through a vetting workshop where a group of vetter is appointed to vet the question to ensure that all questions constructed follows the JSU template and use the right level of Bloom Taxonomy. The taxonomy provides a useful structure in which to categorize the test questions. The course information shows that the principles, methods and practices of students’ assessments are aligned with the learning outcome and curricula.

- Assessment **must** be consistent with the levels defined in the MQF, the eight domains of learning outcomes and the programme standards.

  The assessment is consistent with the eight domains of learning outcomes through PO-CO-LO matric documented in course information. All the assessment methods and practices are aligned with the programme, learning and course outcomes. The preparation of JSU template is based on Bloom Taxonomy which is consistent with the levels defined in the MQF. The taxonomy provides a useful structure in which to categorize the assessments.

  In addition, as PU and being the pioneer of iCGPA, an iCGPA-related application was developed by FPHP UiTMCTKD lecturers. The Academy Language Studies has introduced Course Assessment Plan (CAP) i-CGPA starting Semester September 2017 - January 2018 to all language courses. The acronym iCGPA stands for integrated Cumulative Grade Point Average, Integrated simply means that the reporting of students’ academic assessment performance includes the knowledge, skills, and attitude that students acquire throughout the duration of their study. In i-CGPA, the design of an academic curriculum is fine-tuned through constructive alignment of the teaching, learning and assessment. This mechanism analyses the Programme Educational Objectives (PEO), Programme Learning Outcomes (PLO), Course Learning Outcomes (CLO), Educational Objective Taxonomies (Cognitive, Affective and Psychomotor).

  Assessment Methods, Assessment Weightage and Student Learning Time (SLT). The core of iCGPA is students’ attainment of each PLO. Each PLO corresponds to the 8 learning outcome domains of the
MQF. The core of iCGPA is students' attainment of each PLO. Each PLO corresponds to the 8 learning outcome domains of the MQF.

Entrance and exit surveys are conducted (manual/online) where questions are related to students’ learning towards the course according to course outcome set in course information to ensure the course is in line with OBE requirements. The entrance survey is to measure the student’s level of knowledge at the beginning of the course. The exit survey is to assess individual student's attainment of course outcomes at the end of the course. Each teaching lecturer should submit OBE report (CDL and CQI ) to OBE committee to evaluate the level of implementation of OBE based on the following items; course GPA, Entrance and Exit survey, SUFO, CO-PO-LOKI and OBE-SCL implementation. Based on the OBE report, the level of achievement of each subject can be clearly seen and each subject with a low rating should be reviewed by filling out the CQI report provided. Overall, the assessment is consistent with the levels defined in MQF, the eight domains of learning outcomes and the programme standards.

### 3.1.2 Enhanced Standards

- The link between assessment and programme learning outcomes **should** be reviewed periodically to ensure its effectiveness.

The syllabus review is done at appropriate scheduled intervals by respective faculty and monitored by JIKIU (Jawatankuasa Induk Kurikulum Universiti) to ensure its effectiveness. All PU in UiTMCT must evaluate and review their syllabus content and delivery in the curriculum review process, which is conducted over a 3-year cycle or 4/5-year cycle. UiTMCT has four PUs; Bachelor of Science (Hons), Computational Mathematics (CS227/247), Diploma in Computer Science (CS 110), Diploma in Hotel Management (HM110) and Diploma in Chemical Engineering (EH 110). For HM110, HM112, HM 115, HM111 (diploma code) and HM 220, HM 224 (degree code) has been approach to review their curriculum (including the assessment methods) by JIKIU on 21 November 2017 recently.

However, review on link between assessment and programme learning outcomes can be done anytime if there are any changes in JAF or JAN level. The Resource Person (RP) is responsible to update the amendments in AIMS website. The Academy of Language Studies has introduced Course Assessment Plan (CAP) i-CGPA starting Semester September 2017 - January 2018 for all language courses. The outcome from JIKIU meeting on the 24 August 2012 stated that all language courses will be without final examinations.

The revision on the link between assessment and programme learning outcomes has already been conducted through the implementation of Outcome-Based and Student-Centered Learning (OBE-SCL OBE-SCL). Every semester, Closing the Loop (CDL) and CQI is prepared to evaluate the semester's result to ensure every course in every program meets the learning outcomes. The results from both CDL and CQI are presented in the Mesyuarat Kajian Semula Pengurusan (MKSP), which is held twice a year. The KPP is expected to take note of the issues raised, and corrective actions are to be undertaken (MKSP Minute of Meeting Bil 1/2017 held on 26 Februari 2017 and MKSP Bil 2/207 held on 11 September 2017).
3.2 Assessment Methods

3.2.1 Benchmarked Standards

- A variety of methods and tools **must** be used appropriately to assess learning outcomes and competencies.

Every semester, Entrance and Exit survey, SUFO, Closing the Loop (CDL) and CQI is prepared to evaluate the semester’s result to ensure every course in every program meets the learning outcomes. Entrance and exit surveys are conducted to assess the student learning towards course outcomes. The entrance survey is to measure the student’s level of knowledge at the beginning of the course. The exit survey is to assess individual student's attainment of course outcomes at the end of the course. The CDL consist of five items which are the course GPA, Entrance and Exit survey, SUFO, CO-PO-LOKI and OBE-SCL implementation to evaluate the implementation level of OBE. The CQI report is to address any problems and action to be taken to improve the problems. In order to measure the effectiveness of the teaching learning and competencies, Student Feedback Online (SuFO) is used.

There are two kinds of assessment methods which are used appropriately to assess learning outcomes and competencies: direct assessment methods and indirect assessment methods. There are different types of assessment used in measuring students’ performance. Examples of direct methods are quizzes, tests, assignments or final exams. While, examples of indirect methods are case study, group project presentation, oral presentation, role play, interview or field trip/visit.

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Direct Method</th>
<th>Indirect Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECM 241</td>
<td>Test, Final Exam</td>
<td>Group Project, Presentation</td>
</tr>
<tr>
<td>EPO 361</td>
<td>Test</td>
<td>Lab activity, Mini project, Demo and Presentation</td>
</tr>
<tr>
<td>ELC 151</td>
<td>reading test, listening test</td>
<td>individual and group presentation</td>
</tr>
<tr>
<td>HTM 130</td>
<td>Test, final exam</td>
<td>Group project</td>
</tr>
</tbody>
</table>

- Assessment **must** be summative and formative.

Most of the courses are being assessed based on formative and summative method but there are some courses being assessed based on formative method only. The formative assessment is ongoing learning assessment based on OBE such as assignments, projects, tests, case-study, fieldwork, quizzes and laboratory. The Summative assessment is the final examination paper based on Jadual Spesifikasi Ujian (JSU). In general, all policies and guidelines of a course are introduced in the syllabus.

Syllabus/ course information reviewed:
<table>
<thead>
<tr>
<th>Course</th>
<th>Faculty</th>
<th>Formative</th>
<th>Summative</th>
</tr>
</thead>
<tbody>
<tr>
<td>EEE121</td>
<td>FKE</td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>ECE354</td>
<td></td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>ECE242</td>
<td></td>
<td>60%</td>
<td>40%</td>
</tr>
<tr>
<td>EEE111</td>
<td></td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>ELC151</td>
<td>ABP</td>
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<td>0%</td>
</tr>
<tr>
<td>ELC121</td>
<td></td>
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<td>0%</td>
</tr>
<tr>
<td>HTM130</td>
<td>FPHP</td>
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<td>50%</td>
</tr>
<tr>
<td>HTH250</td>
<td></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>HTF110</td>
<td></td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>CHE246</td>
<td></td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>CHE142</td>
<td></td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>CHE135</td>
<td></td>
<td>40%</td>
<td>60%</td>
</tr>
</tbody>
</table>

- There must be mechanisms to ensure the validity, reliability, consistency, currency and fairness of the student assessment system.

To ensure the validity, reliability and currency of students’ assessment system, test specification (Jadual Spesifikasi Ujian, JSU) template and rubrics have been used.

There are Jadual Spesifikasi Ujian (JSU) for every summative given to the students. JSU reviewed:

- HTF110 Final examination
- ELC151 Final examination
- ECM241 Test, Final examination
- EEE121 Test, Final examination

There are rubrics for every formative given to the students. Rubrics reviewed: Example of codes involved are ECE 354 (evaluation form for mini project) and ECM 241 (rubrics for mini project).

- FIN382 Group presentation
- EEE368 Final project
- ECE354 Lab activity, Mini project
- ECM241 Group Project, Presentation

Some methods used for consistency of grade to ensure the fairness of the assessments:

- Each course needs to be have a second examiner.
- Run the moderation process (i.e. sample answer scripts checked) to ensure that marks are consistent.
- Organize the paper-based syndicated marking.
• Coordinate the paper-based centralized marking.

Codes that apply syndicated marking and centralized marking:

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Code</th>
<th>Modes</th>
</tr>
</thead>
<tbody>
<tr>
<td>EE111</td>
<td>ECM241</td>
<td>centralized marking</td>
</tr>
<tr>
<td>EE112</td>
<td>ECM241</td>
<td>centralized marking</td>
</tr>
<tr>
<td>AC 110</td>
<td>FAR 160</td>
<td>syndicated marking</td>
</tr>
<tr>
<td>AC 110</td>
<td>FAR 110</td>
<td>syndicated marking</td>
</tr>
<tr>
<td>HM 110</td>
<td>HTH 568</td>
<td>syndicated marking</td>
</tr>
<tr>
<td>HM 110</td>
<td>HTH 400</td>
<td>syndicated marking</td>
</tr>
</tbody>
</table>

The above table shows that there are mechanisms to ensure the validity, reliability, consistency, currency and fairness of the students’ assessment system.

Ref : Evaluation Form for Mini Project ECE354.
: Rubrics for Mini Project ECM 241.
: Polisi Penilaian Akademik Pelajar UiTM Edisi 2 2015
: Examination answer script in exam unit.

• The assessment methods must be reviewed at appropriate scheduled intervals to ensure currency.

UiTMCT has four PUs, Bachelor of Science (Hons), Computational Mathematics (CS227/247), Diploma in Computer Science (CS 110) and Diploma in Hotel Management (HM110), Diploma in Chemical Engineering (EH 110). The review of the assessment methods is done at appropriate scheduled intervals by respective faculty and monitored by UHEK to ensure their currency. The curriculum (including the assessment methods) for example HM110,HM112,HM 115,HM111 for diploma code and HM 220,HM 224 (degree code) programmes have been reviewed by JKIKU (Jawatankuasa Induk Kurikulum Universiti) on 21 November 2017.

However, review on link between assessment and programme learning outcomes can be done anytime if there are any changes in JAF or JAN level. The Academy of Language Studies has introduced Course Assessment Plan (CAP) i-CGPA starting from September 2017 - January 2018 for all language courses. Output from JKIKU meeting on 24 August 2012, stated that all languages courses are without final examinations. Meanwhile for EE110, EE112, the assessment using iCGPA started on June 2017.
Resource person (RP) is responsible to prepare the template for new marks which will be endorsed by UHEK from Shah Alam and updates the amendments in AIMS website. However, for other programmes including postgraduate programmes, UiTMCT only run the programmes. The review process is conducted by UiTM Shah Alam.

- The methods of student assessment -- including the grading criteria -- **must** be documented and communicated to students on commencement of a programme.

| 4 | All documents (course content, methods of assessment, CO/PO/SLT) are appropriately documented. The documents of syllabus and course outline prepared by the lecturer consist of assessment methods and the distribution of marks for each assessment. It is then communicated to the students through explanation and handouts distributed by the lecturer on the first day of class or the students can download the course information from i-learn website. The observation/checking of the practices are evidenced in internal audit, where a number of course portfolios were randomly checked and reviewed. |

### 3.2.2 Enhanced Standards

- The methods of assessing **should** be comparable to international best practices.

| 3 | All methods of assessment used in UiTMCT show a comprehensive view of test items based on the Bloom’s Taxonomy and COPPA (MQA). The details on the assessment methods are included in “Polisi Penilaian Akademik Pelajar UiTM Edisi 2 2015”. Standard programmes by MQA are used as a reference to review and develop any UiTM programme. 

Even though UiTMCT has not yet achieved international best practices, some practices are going towards international best practices. Faculty of Electrical Engineering together with Faculty of Chemical Engineering have implemented CDIO (conceive, design, implement and operation) to almost all subjects in the faculty. CDIO complements the existing OBE method. The CDIO concept is a new method in teaching and learning process which is suitable for the modern generation students who are more energetic, have critical thinking and information technology skills. This concept has been initiated by a number of famous University and also Technical Institutions such as Massachusetts Institute of Technology (MIT) USA. Besides, this concept has also been led the way by Singapore Polytechnic (SP) for a diploma programmes, which has been used as a benchmark for the EE111, EE110, EE112 and EH110 curriculum structure. |

- The review of the assessment methods **should** incorporate current global developments and best practices in the discipline.

| 4 | The review of assessment methods is still under the responsibility of the faculty. But the PU can propose the new assessment methods under responsibility of Jawatankuasa Program/Semakan Kurikulum. As an example, for engineering subject, the elements of CDIO (conceive, design, implement and operation) have been implemented to most subjects. For HM110, the curriculum mapping to learning outcome is based on “Harvard Curriculum of the Future”, “Sustainable Development Goals” and Industrial Revolution 4.0. In addition, as PU and being the pioneer of iCGPA, an iCGPA-related application was developed by |
FPHP UiTMCTKD lecturers. This application is called iCGPA-Report on PLO Attainment to replace the previous method of iCGPA which is conducted manually. With this application, iCGPA reporting can be done more effectively and efficiently.

Ref: The Flowchart of Approval Process For Curriculum Review Proposal, UHEK
: UiTM Curriculum Review Guidelines, UHEK
: Course file ECM241, EEE111, ECE126, ECE354, EEE358, EEE368 dan EPO361
: Jawatankuasa Induk Kurikulum Universiti ke 42 bagi program HM110

- The review of the assessment system **should** be done in consultation with external experts, both locally and internationally.

The review of the assessment system is done by having a consultation with external local experts. The curriculum for CS110, HM110, EH110 and CS247 is reviewed every three years by the Curriculum Development Committee (CDC). The CDC includes the faculty members, personnel from other academic institutions and representatives from the industry. They are chosen based on their vast experience in the industry and exceptional proficiency at respective programme. The feedbacks from the related external bodies and experts were also considered (refer to 2.1.2)

For example, the external panels from other public universities and also from the industry are involved in the review of assessment system for HM110 and EH110, to ensure that the syllabuses are aligned with the current technology and comply with the MOHE requirement. For instance, the Faculty of Hotel and Tourism Management (FPHP) have a round table meeting with other IPT during FPHK curriculum review who act as external examiners to evaluate and improve on the management of student assessment such as from Universiti Kebangsaan Malaysia (UKM) and Management Science Universiti (MSU).

Ref: The Flowchart of Approval Process For Curriculum Review Proposal, UHEK
: Program Curriculum Review Committee for HM110
: Cabutan Minit Mesyuarat Jawatankuasa Induk Kurikulum Universiti ke 42 bagi program HM110
: Laporan PAKAR 2017 Faculty of Hotel and Tourism Management (FPHP)

### 3.3 Management of Student Assessment

#### 3.3.1 Benchmarked Standards

- The Faculty/Campus/Division **must** provide sufficient autonomy to the relevant departments in the management of student assessment.

Student assessment covers both formative (coursework) and summative assessment (final exams). Rubrics, JSU and the syllabus outline are used as guidelines to design and set both types of assessments.

For formative assessment, lecturers will refer to the given rubrics and later will use their own discretion in designing suitable students’ assessments. Lecturers regard the assessment rubrics, JSU and the course syllabus as very important guidance for them to craft suitable assignments to the students.
Even though the summative examination will follow the same rubrics throughout the whole UiTM system, UiTMCT does not have full authority to set questions for final examination. Final examination is conducted in a ‘systematic and reliable’ manner where the examination paper is set via vetting committee. Next, in order to ensure the fairness in grading, moderation marking, syndicated and centralized marking are practiced by some courses. The process of marking is then followed by Faculty Exam meeting (Pra JAN - Jawatankuasa Akademik Negeri) and JAN (Jawatankuasa Akademik Negeri) meetings. Both meetings have the authority to upgrade graduating students’ mark by a single level. Evidence shows that the autonomy given to UiTMCT is restricted only to conduct formative assessments while the summative assessment is managed by respective PU.

Ref : Test Specification Table (JSU) (EE111)
- Moderation, syndicated, centralized marking (ELC courses)
- Minit Mesyuarat Jawatankuasa Akademik Negeri Januari 2018 (JAN)
- Minit Mesyuarat Pra Jawatankuasa Akademik Negeri Januari 2018 (Pra JAN)

<table>
<thead>
<tr>
<th>Student assessment results <strong>must</strong> be communicated to the student within reasonable time.</th>
<th>Formative assessment marks are informed to the students one week before the final examination of a subject. Besides, a copy of assessment marks has to be submitted to the Koordinator Program for recording purposes. The lectures will display the formative assessment or carry marks on lecturer’s notice board or inform the students through web-sites and media sosial such as whatsapp, telegram.</th>
</tr>
</thead>
</table>
| | Ref : Pekeliling TR HEA Pengurusan Hal Ehwal Peperiksaan Akhir Januari 2017 (Bil 8 Tahun 2017)
- Polisi Penilaian Akademik Pelajar UiTM Edisi 2 2015 |

| Changes to student assessment methods **must** follow established procedures and regulations and communicated to students prior to their implementation. | Review on link between assessment and programme learning outcomes can be done anytime if there are any changes in JAF or JAN level. The Resource Person (RP) is responsible to update the amendments in AIMS website. Changes made to the students’ assessment come from PU through Resource Person (RP). Lecturers in Charge (LiC) for every course is also appointed by KPP to monitor and ensure that the teaching and learning process (including assignments, quizzes and tests) are consistent among lecturers as well as follow the requirements as stipulated in the syllabus. Normally changes will be informed to KPP /KF/ RP who then disseminates the information to LiC and other respective lecturers. Later, through those respective lecturers, students will be informed of any changes made in student assessment. The LiCs are also responsible to have a close connection with the Resource Persons and any updates regarding the course are distributed to the lecturers. |
| | Ref : Polisi Penilaian Akademik Pelajar UiTM Edisi 2 2015
- Garis Panduan Semakan Kurikulum dan Peringkat Kelulusan |
- The programme grading, assessment and appeal policies must be publicised. Students are well aware of the programme grading system, assessment and appeal policies. All of those area are explained to the students by KPP during the orientation week -Minggu Destini Siswa (MDS). The students also get a manual of "Peraturan Akademik Diploma dan Sarjana Muda Pindaan 2017 (Bilangan 1) or can be accessed from The Academic Affairs Division (BHEA) website and UiTM students portal. UiTM student's portal can be asses through istudent.uitm.edu.my regarding online application for UiTM students including course registration, final examination result and any announcement regarding students' academic affairs including appeal policies. The Academic Advisor (Penasihat Akademik) is responsible for monitoring and advising the students' study pathways for every semester based on the manual. The students will get help and explanation through consultation with their academic advisor. Ref : Peraturan Akademik Diploma dan Sarjana Muda Pindaan 2017 (Bilangan 1) : Polisi Penilaian Akademik Pelajar UiTM Edisi 2 2015

- There must be mechanisms to ensure the security of assessment documents and records. The confidentiality and security in students’ final assessment process are guided by the standard procedure on records and policies by UiTM Examination Unit. Apparently, the Examination Unit is run based on the procedures outlined in "Senarai Semak Pemantauan Peperiksaan- Fasiliti, Bahagian Hal Ehwal Peperiksaan / Unit Peperiksaan" supplied by UiTM Shah Alam. Final examination papers are kept in ‘bilik kebal’ and the records can only be accessed by authorised personnel. All lecturers and staff involved with final examination or need to log in to SIMS website must fill "borang Pengakuan Staf" and “Perakuan Penjawat Awam Akta Rahsia Rasmi 1972". All records of marks are kept in the Examination Unit and in RES – which can only be accessed by authorised personnel. The control mechanism for confidentiality and safety policy includes the implementation of the “RED CODE” system for the final examination question papers and the policy on the safety of final examination answer scripts when they are taken out from the Examination Unit for marking and grading purposes. Examination answer script can only be taken out by appointed lecturer from the Examination Unit after filling in the form for "Kebenaran Membawa Skrip Jawapan Peperiksaan Keluar Dari Unit Peperiksaan, HEA, UiTM(T) " – to ensure the security of the document. A post for auxiliary police officer is placed besides Unit Examination office in UiTMCD. One auxiliary police officer will guard the post especially during the examination weeks.

Internal audit on Final Examination unit is carried out based on “Senarai Semak Pemantauan Peperiksaan - Pengurusan” and “Senarai Semak Pemantauan Peperiksaan - Fasiliti". Overall, the procedures and mechanism are thoroughly followed to ensure the security of assessment documents and records are excellently administered.
3.3.2 Enhanced Standards

- **There should** be independent external scrutiny to evaluate and improve the management of student assessment, including formal certification of the processes.

There should be an independent external scrutiny to evaluate and improve the management of student assessment. The appointments of the external examiners and also the professional bodies have been implemented in order to facilitate in continuous improvement on the assessment of certain courses. The curriculum for CS110, HM110, EH110 and CS247 is reviewed every three years by the Curriculum Development Committee (CDC). The CDC includes the faculty members, personnel from other academic institutions and representatives from the industry. They are chosen based on their vast experience in the industry and exceptional proficiency at respective programme. The feedbacks from the related external bodies and experts are also considered (refer to 2.1.2)

For instance, the Faculty of Hotel and Tourism Management (FPHP) has a round table meeting with other IPTs during FPHK curriculum review who act as external examiners to evaluate and improve on the management of student assessment such as from Universiti Kebangsaan Malaysia (UKM) and Management Science Universiti (MSU). 3 MoU and MoA have been signed between FPHP and industries to enhance the “Graduate Employability and Industrial Linkage”. The industries are also involved in the student industry training and the feedback from industries are compiled, analysed and action is taken for an improvement in industrial training.
<table>
<thead>
<tr>
<th>**</th>
<th>**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal audit on Final Examination unit is carried out based on “Senarai Semak Pemantauan Peperiksaan - Pengurusan” and “Senarai Semak Pemantauan Peperiksaan - Fasiliti”. This audit is conducted based on the SOP procedures by BHEA, UiTM Shah Alam. Overall, the procedures and mechanism are thoroughly followed to ensure the security of assessment documents and records are excellently administered based on UiTM Shah Alam standard.</td>
<td></td>
</tr>
</tbody>
</table>
| Ref : *Laporan Pakar Fakulti Hotel dan Pengurusan Pelancongan 2017*  
: Industrial Training feedback form |
**AREA 4: STUDENT SELECTION AND SUPPORT SERVICES**

<table>
<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on evidence)</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Admission and Selection</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 4.1.1 Benchmarked Standards   |                                                                                 |        |
|-------------------------------|                                                                                 |        |
| • The Faculty/Campus/Division must have clear criteria and processes of student admission -- including those affecting transfer and exchange students -- and select students whose capabilities are consistent with these criteria and processes. | Uitmct has setup clear criteria and processes for student admission, transfer and exchange. However, Uitmct does not have direct involvement with the process as the main guidelines are provided by Uitm Shah Alam. In terms of admission, Uitmct as a state campus only takes part in forecasting the number of students in which the campus can afford to accommodate. This is done by taking into account the availability of facilities and resources. The KPPs (Ketua Pusat Pengajian), KFs (Koordinator Fakulti) and Assistant Registrar (Academic Affairs) are in charge with the forecasting process to estimate the number of students that can fit in the programs offered for every new semester. Meanwhile, for post-graduate students, Pusat Pengajian Siswazah (PPS), the centre of graduate-level education in this university, helps the students in managing their admission and registration. Besides, PPS also provides students with the opportunity to get their research proposal reviewed by experts who provide constructive feedback and guide the students. As a result, the students can make necessary amendments in producing high-quality academic research proposals. PPS’ mission is to provide the students of postgraduate studies with the opportunity to improve their knowledge in any specific field of interest into a higher level of degree. Working side by side with PPS is Institute of NEO Education (iNED) Uitmct which manages the registration process of working adult students for part time studies. Uitmct is also responsible for the selection process of Mengubah Destini Anak Bangsa (MDAB) students’ intake, even though the offer letters are endorsed by Uitm Shah Alam. MDAB is a programme which aims to provide education for poor Malay youths (household salary less than RM4,000) with at least 3 credits in SPM. The enrolments are for pre-science and pre-commerce programs. Those graduated with a CGPA of 2.00 will be given a chance to further their studies in diploma program. The MDAB programme has been continuously evaluated to provide room of improvement to ensure the success of this program. It is observed that MDAB students are found to have low level of language communication skill which influences their confidence level. However, their knowledge is found to be good and they are in the process of adapting independent learning of OBE. It is suggested that MDAB curriculum to be revised to focus on the issue of enhancing the proficiency of English Language which is seen to be the major issue for the students. The present MDAB students who encounter problems in their studies especially in English seek help from PKA and APB lecturers. | 4     |
As for transfer and exchange request within state campuses, the Academic Regulation is referred to process the request. Any request of campus transfer or exchange should be directed to the Dean/Rector and KPP of the faculty. Each application has to fulfil the stipulated regulations as stated in section 2.30 and 2.31 in the Peraturan Akademik (http://hea.uitm.edu.my/v1/) and also based on UiTMCT PK(O)-02: Pengurusan Status Pelajar. Student who wishes to apply for a transfer must follow the procedures as mentioned in Peraturan Akademik accordingly. The table below shows the number of transfer application and approval:

**Table 1 : The number of applications and approval for transferring request in 2017**

<table>
<thead>
<tr>
<th></th>
<th>Apply</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Degree</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

In relation to exchange students, UiTMCT follows the guidelines as laid down by Office of International Affairs, UiTM (http://oia.uitm.edu.my). In terms of reviewing policy or processes within the system, UiTMCT as a state campus is encouraged to give input to the top management during meeting or sharing session handled by UiTM Shah Alam.

Ref: Student Information System (SiMS)
: Fall Peribadi Pelajar
: Minit Mesyuarat MKSP 1/2017 & Minit Mesyuarat MKSP 2/2017
: Kalendar Akademik Kumpulan A dan B (2017)
: Peraturan Akademik Pindaan 2017 (http://hea.uitm.edu.my/v1/)
: Prosedur (Operasi) Pengurusan Status Pelajar (PK(O) UiTMCT (02)) (http://terengganu1.uitm.edu.my/kualiti/)
: Prosedur (Operasi) Pengurusan Rayuan Pelajar (PK(O) UiTMCT (9)) (http://terengganu1.uitm.edu.my/kualiti/)
: Panduan Pertukaran pelajar (http://oia.uitm.edu.my)
: Website UiTMCT Kampus Kuala Terengganu MDAB https://terengganu.uitm.edu.my/ktganuv2/index.php/akademik/program-mdab#
: Peraturan Akademik Program Pra Diploma UiTM 2015 (Bilangan 1)

- The criteria and processes of selection must be published, disseminated and publicly accessible, especially to students.

In promoting UiTM Programme to the public, UiTMCT has taken proactive action to get access to the target market. There are many programmes carried out in Terengganu especially to attract prospective candidates to be UiTM students. Two main activities conducted regularly by UiTMCT are Ekspo Selangkah ke UiTM (annually) and Academic Mission Programs.

Besides the promotion programs held by UiTMCT, the information regarding programs can be accessed
from the following sources:
- Advertisements
- UiTM and UiTMCT websites
- Flyers
- Buku Syarat Kelayakan ke UiTM
- Registration guidelines for new UiTM Students
- Program Mengubah Destini Anak Bangsa

In terms of student’s selection, UiTM Shah Alam plays the major role in the selection process and UiTMCT only has some authorities to do so. The information regarding the selection process can be retrieved from various sources such as:
- UiTM and UiTMCT websites
- Flyers
- Ekspo Selangkah ke UiTM
- Booth Bergerak Mengubah Destini Anak Bangsa
- Academic Mission Programmes
- Buku Syarat Kelayakan ke UiTM
- Registration guidelines for new UiTM Students

The only admission procedure handled and conducted by UiTMCT is for Mengubah Destini Anak Bangsa (MDAB) program and Sifar Keciciran ke Universiti (23 – 25 July 2017, Pantai Peranginan Kelulut, Marang Terengganu). Criteria for these students follow the guidelines provided by Bahagian Pengambilan Pelajar, UiTM Shah Alam. The intake processes involve:
- Promotion by MDAB Secretariat and Corporate Unit
- Send Application Forms to the state campus
- Review of each of the application by the MDAB Coordinator
- Online offer by MDAB Unit (via website and SMS blast)
- Send offer letters to successful candidates by Bahagian Pengambilan Pelajar, UiTM Shah Alam

: Fail Pekan Budaya /Selangkah ke UiTM (100 UiTM-KD-(PR 31/9)
: Fail Kerjasama dan Perhubungan dengan Jabatan dan Agensi Kerajaan (TRG) 16/4/8
: Fail Kerjasama/Perhubungan dengan Agensi dan Kementerian – Luar Terengganu 16/5/1
: Fail Lawatan dalam Negeri (26/7/2)
: http://ipsis.uitm.edu.my/v
Prerequisite knowledge and skills for purposes of student entry into each programme must be appropriate and clearly stated.

UITMCT has also taken the initiative through "Ekspo Selangkah ke UiTM 2017" on 26 Mac 2018 at Dewan Lestari, UiTMCT Kampus Kuala Terengganu to help prospective candidates to check their eligibility and fulfil the entry requirements which will then help them to choose and apply for the most relevant and applicable program. The information of the prerequisite or entry requirements for each program can be accessed through the official UiTM or UiTMCT websites (www.uitm.edu.my) and (http://terengganu.uitm.edu.my), respectively.

Sistem Semakan Syarat Kelayakan Akademik UiTM has been developed by Bahagian Pengambilan Pelajar UiTM which allows them to self-evaluate their credentials. The system can be accessed via http://www.selangkah.uitm.edu.my.

Apart from that, Faculty of Business Management of UiTMCT offers Executive Masters of Business Management (EMBA) and Master of Office System Management (MOSM) programs. The potential candidates have to go for interview before they can enrol to the course. The panels of the interview are assigned to evaluate the potential candidates before they are offered to enrol programs offered by the faculty. Detailed information for this program can be retrieved via postgraduate website.

- Buku Syarat Kelayakan ke UiTM 2017
- Registration guidelines for new UiTM Students
- Research Student Feedback Online (ReSuFO).
- Registration Procedure Pasca Siswaiah

If a selection interview is utilised, the process must be structured, objective and fair.

In UiTMCT, Pusat Pengajian Siswaiah (PPS) is responsible in handling students’ intake for postgraduate programs. Candidates are given the options to choose between coursework or research method and they will also need to undergo interview process, especially for candidates who plan to enrol for Executive Masters in Business Administration (EMBA) program in UiTMCT.

The management of Pusat Pengajian Siswaiah (PPS) UiTMCT is fully authorized and responsible of conducting the interview with two panels from UiTMCT and the selection criteria are strictly followed. Those who are under qualified to enrol for EMBA programme are offered the opportunity to apply for Master in Office System Management.

Student selection must be fair and transparent.

To ensure that the admission policy and mechanism are fair and transparent, the University publishes its admission policy on its website and the students’ selection is based on merit. The list of successful students can be viewed through the student information system database (SIMS), managed by the Centre of Integrated Information Systems at http://isis.uitm.edu.my.
UiTMCT does not have direct involvement in admission policy as this is fully conducted by UiTM Shah Alam, Bahagian Pengambilan Pelajar and UPU. PPS, and MDAB student’s selection are monitored and selected by UiTM Shah Alam. UiTMCT task is to distribute the application form and key in the data into system only.

**Student Selection PPS**

1. **Executive Master in Business Administration (AA701)**
   - Applicants must have a good bachelor’s degree (Hons) or its equivalent. A CGPA 2.75 and above is preferred.
   - Other qualification equivalent to an honours degree (in a relevant field) with relevant experience in a related field recognised by the UiTM Senate.
   - Candidates must have a minimum of 3 (three) years or more working experience at a professional, management or technical level.
   - Candidates must be proficient in both written and oral English.
   - Candidates are required to attend an interview with the Faculty Postgraduate Committee.

2. **Master Office Systems Management (BM775)**
   - Bachelor’s (honours) degree in related field of study from UiTM and other universities recognized by the UiTM Senate with a minimum CGPA of 2.75 OR
   - Bachelor’s degree in related field of study from universities recognized by the UiTM Senate with a minimum CGPA of 2.5 AND at least 5 years of related working experience at an executive level OR
   - Other qualifications equivalent to an honours degree (in relevant fields) and recognized by the UiTM Senate will be considered for admission.
   - Candidate must have strong English language proficiency according to the requirement of the University.
   - Candidates are required to attend an interview with the Faculty Postgraduate Committee.

For Pra Diploma (MDAB), student must fulfill requirement by University, minimum SPM with THREE (3) credits including Bahasa Melayu and History (starting from candidate of SPM 2013).

**PD002 (PRA PERDAGANGAN) : 1 SEMESTER / 6 BULAN**

**PROGRAM SPECIAL REQUIREMENTS:**
Passed Mathematics / Additional Mathematics
Graduated in English
| PD007 (PRA SAINS) : 1-2 SEMESTER / 6-12 BULAN PROGRAM SPECIAL REQUIREMENTS: |
| Mathematical Honors / Additional Mathematics |
| AND: Pass English |
| INCLUDING: Pass one (1) of any of the following subjects: |
| Physics |
| Chemistry |
| Biology |
| Additional Science |

Ref: http://www.mdab.uitm.edu.my/Syarat-Kelayakan.html |
: Pusat Pengajian Siswa - PPS UiTM Terengganu @ppstganu

| ● There **must** be a clear policy on, and appropriate mechanism for, appeal. |

UiTMCT is not given the authority in handling the re-admission for new students as it is entirely handled by UiTM Shah Alam and the Ministry of Higher Education. The appeal mechanism in UiTM is regulated by the Student Admission Department. Currently the appeal of re-admission can be done online via the Student portal (e-appeal) and in written form. However, those enrolling via interview process are not eligible to appeal. There is no appeal system or process under PPS, INED and MDAB.

Ref: http://www.mohe.gov.my |
: http://istudent.uitm.edu.my/intake |
: http://pengambilan.uitm.edu.my/

| ● The Faculty/Campus/Division **must** offer appropriate developmental or remedial support to assist students who need such support. |

To provide better environment for the unfortunate, students from low income families are provided with some financial alternatives by HEP, UiTMCT. These students can apply for monetary aid from Zakat or Yayasan or other related organizations. UiTMCT also provide counsellor for students to help them in emotional support.

The transition from daily school to university life might affect the development of students especially on the aspect of emotional growth. To develop the sense of belonging, orientation session for new students is appropriately executed. First semester students are exposed to orientation programme at the beginning of the semester. The new students are required to attend a one week orientation program called *Minggu Destini Siswa*. Through this program, the students are guided to adapt with the new learning environment by exposing them with the university aspirations, expectations, guidelines, rules and regulations, ethics, procedures, and University Act 174. During the orientation week, they are also introduced to the university’s key personnels. Students are also briefed by the respective Faculty Coordinators on academic matters and requirements such as Academic Advisor, SLT, Entrance Survey |
and Exit Survey and calculation of GPA and CGPA.

Throughout the study, each student is put under the supervision of an Academic Advisor (PA) who monitors the students from the beginning until the end of their studies. The duties are as follows:

- Get information about curriculum structure
- Remind students to update their personal details through i-student portal
- Advise students on academic matters for effective short term and long term planning
- Access student's academic record for future academic advancement
- Discuss students programme objective and related career
- Assist students in improving their academic performance
- Help students refer to the other departments or units
- Keep the student’s academic portfolio
- Counsel students regarding academic and other related matters

To help students who have academic difficulties, UiTMCT has taken proactive approach by setting up an academic excellent centre known as PKA. By promoting the concept of ‘Students help students’, this centre has successfully improved the academic performance of many students especially those with P1 and P2 statuses and MDAB students. The programs include “Self Booster” for P1 and P2 students and “Tutoring Destini” for ex-MDAB students.

Apart from PKA, lecturers are also encouraged to give personal tutoring to students in order to further improve the students' academic performance. In 2017, there were various activities conducted for MDAB students by MDAB unit, Career and counselling unit as well as Academic Excellent Centre (PKA). The activities were as follows:

- Mentor-Mentee (coaching by ex MDAB)
- Lecturers voluntarily conduct additional tutorial class
- Counselling and Motivation Programme,
- Bengkel Kecemerlangan MDAB

Based on the analysis conducted by PKA, it was found that Semester 1 students are most at risk in dealing with their studies as they are not familiar with the learning environment at the university. Other than that, it was discovered that most of the students are satisfied with the programs offered and hope the programs can be continued in the future to help other students in need. The MDAB students’ academic performance are closely monitor and regularly reviewed.

PKA also conducts Academic Excellence Award Programme as a recognition to students who achieve excellent results every semester and to those who are actively involved in the university activities, at national and international level.
<table>
<thead>
<tr>
<th>The survey from PKA activity reports show that it has played a significant role in helping and motivating students who are academically weak (P1 and P2 students). It is evident that students’ results have improved when they attended the programs and tutoring sessions. The same findings also apply to MDAB students.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref : Laporan Program Tutoring Redang Dec - April 2017</td>
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<tr>
<td>: Laporan Program Tutoring Gemia Dec - April 2017</td>
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<tr>
<td>: Laporan Program Tutoring Gemia Dec - April 2017</td>
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<tr>
<td>: Fail PKA</td>
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<tr>
<td>: Laporan Produk Tidak Memenuhi Spesifikasi Peperiksaan October 2017</td>
</tr>
<tr>
<td>: Tutor Buddies- BB</td>
</tr>
<tr>
<td>: Peer Tutoring- rujuk PAKAR Fakulti BB</td>
</tr>
<tr>
<td>:Laporan Analisis Peperiksaan Pelajar MDAB Dec - April 2017 (Fail MDAB)</td>
</tr>
<tr>
<td>: Laporan Aktiviti Kelab 2017</td>
</tr>
</tbody>
</table>

- The number for each student intake must be related to the resources, capacity and capability of the Faculty/Campus/Division to effectively deliver its programmes.

<table>
<thead>
<tr>
<th>In terms of lecturer’s capacity, UiTMCT is committed to ensure that the ratio number of lecturers to number of students should be 1:15 (lab/kitchen) and 1:25 (lecture) each semester as this is one of the quality objectives of UiTM.</th>
</tr>
</thead>
<tbody>
<tr>
<td>For teaching and learning facilities, before each new semester begins, the JK Pemantauan Bilik Kuliah dan Pensyarah (under HEA) takes proactive action by monitoring and doing a mass inspection of the classrooms and academic blocks. The committee members, consisting of lecturers and administration staff are responsible to do the regular checks before and during the semester to ensure that all facilities are in good condition and ready to be used.</td>
</tr>
<tr>
<td>UiTMCT ensures that the AV / PC equipment, Kitchen, Electrical Laboratory EE, Chemical Engineering Lab facilities are exceeds 90%, which is complete. Common problems found were related to the AV equipment and A/C and the reports were sent to InfoTech for immediate corrective actions.</td>
</tr>
<tr>
<td>During the semester, feedbacks regarding teaching and learning infrastructure were also given to the respective authority for corrective actions.</td>
</tr>
<tr>
<td>Ref : Laporan JK Pemantauan Bilik Kuliah dan Pensyarah</td>
</tr>
<tr>
<td>: Sistem Aduan Komputer Sewa (VMS)</td>
</tr>
<tr>
<td>: Sistem Aduan Kerosakan ICT (iSMS).</td>
</tr>
<tr>
<td>: Laporan MKSP 1/2017, MKSP 2/2017</td>
</tr>
</tbody>
</table>
Visiting, exchange and transfer students must be accounted for to ensure the adequacy of the Faculty/Campus/Division’s resources to accommodate them.

Visiting and exchange student activities are funded by Tabung Pembangunan Akademik (TAPA) and Dana Kecemerlangan HEA UiTM Shah Alam funds. One of the programs conducted was “Bringing Malaysia to the World-Cultural Internalization” where the objective is to exchange knowledge about the culture and study environment for Malaysia and other countries such as Japan, Kazakhstan and Thailand. The program has started from year 2014 and it was also partly funded by the State Tourism Department.

In 2017, 4 students of UiTMCT were sent to The Karaganda Economic University, Kazakhstan to stay for one semester (18 November 2016 – 31 January 2017). 10 students were sent to Gunma University for 1 month, from Mei – June 2017 under Gunma Ramadhan Experience. Again, a group of 10 students were sent to Gunma University for 1 week in Oct 2017, under ‘Sakura Programme’.

Office of International Affair (OIA) UiTMCT has taken the initiatives to help exchange students in terms of:
- Airport pick up and provide accommodation and relevant transportation assistance to the students whilst in the campus.
- Student fees waiver

Year 2017 has also witnessed three (3) MOU between three universities. These MOUs are between:
- UiTM and Gunma University
- UiTM and Rajamangala University of Technology
- UiTM and University Sumatera Utara (USU)

In 2017, 4 students from Computer Science under Mandarin Course subject were involved in a student visiting program Gui Yang, Gui Zhou District, China from July – August 2017; which is under Terengganu Summer Program. Not only to China, had 12 students of UiTMCT gone to Rajamangala University of Technology Thailand in Dec 2017 for another program which aimed to strengthen the bond between the universities. Besides sending the students away to other countries, UiTMCT also welcomed 13 adults and 21 children from Xi’an Innovation Design Centre, China. The program’s main aim is to encourage students’ knowledge exchange and strengthen their understanding towards Asean and its values socially, cultural and economically.

Ref : File: 100-UiTMKD (PJI/ICAN/14/3/2)
Hubungan dan Kerjasama dengan Badan Luar
: File: 100-UiTMKD (PJI/ICAN/32/5)
Perjanjian/Kerjasama dengan Pihak Luar (MOU /MOA /LOI)
: File: 100-UiTMKD (AKA.17/10/12/1/2)
### Kerjasama dan Perhubungan Antarabangsa (Universiti)

- Memorandum of Understanding Between University Technology MARA and Rajamangala University of Technology Rattanakosin – On Relationship and Cooperation, promotion of Mutual Understanding, Academic, Cultural and Scientific Thought and Personnel Exchange.
- Memorandum of Understanding Between University Technology MARA and University of Gunma
- Memorandum of Understanding Between University Technology MARA and University Sumatera Utara
- Laporan Aktiviti Pengantarabangsa 2017

### The admission policy must be monitored and reviewed periodically to continuously improve the selection processes.

The monitoring and reviewing process of the admission policy are conducted by UiTM Shah Alam. For the post graduate programme Master in (EMBA) and Master in Office Management System, UiTM Shah Alam will receive the application and short list those who are qualified. Once shortlisted, the candidate will be called to be interviewed by the lecturer chosen from PPS. The list of candidates that pass the interviewed will be forwarded to UiTM Shah Alam. The offer letter will be prepared and sent by UiTM Shah Alam to the successful candidate.

Ref: [http://istudent.uitm.edu.my/intake](http://istudent.uitm.edu.my/intake)
- [http://pengambilan.uitm.edu.my/](http://pengambilan.uitm.edu.my/)
- [Pusat Pengajian Siswazah - PPS UiTM Terengganu @ppstganu](http://pengambilan.uitm.edu.my/)

### 4.1.2 Enhanced Standards

- Student performance should be monitored as a feedback mechanism to assist in improving selection processes.

UiTMCT has handled the students’ performance review through these methods:

- **Mesyuarat Jawatankuasa Akademik Negeri (JAN)**
- MKSP
- OBE faculty report
- icgpa report
- Industrial training – feedback from employers

The results will be handed over to the responsible faculties and also the management of UiTMCT for further analysis to see whether the academic objectives are met. CDL and CQI reports are submitted by the Course Person in Charge (Lic) to the OBE committee of the faculty and forwarded to the Head of OBE (campus and faculty) for analysis and further improvements.

Ref: CDL-CQI result examination semester Dec-Apr 2017, September 2017- January 2018
- The review of the admission policy and processes should be in consultation with relevant stakeholders, nationally and internationally. Not Applicable in UiTMCT. The management of students’ admission is conducted by the Admission Unit, UiTM Shah Alam.

- Student intake should incorporate social responsibility by privileged consideration for people with special needs. There are stated at special requirement for candidates applying for Engineering Courses, the candidates should be physically fit and not be colorblind as they are required to do practical work during the courses. Ref: Portal kemasukan pelajar UiTM https://online.uitm.edu.my/

- There should be a relationship between student selection, programmes, and the desired learning outcomes. Not Applicable in UiTMCT. Note: The final selection by MDAB Unit, UiTM Shah Alam is based on the quota that has been specified.

### 4.2 Articulation Regulations, Credit Transfer and Credit Exemption

#### 4.2.1 Benchmarked Standards

- Faculty/Campus/Division must have well defined and effectively disseminated policies, regulations and processes concerning articulation practices, credit transfers and credit exemptions. The policies, regulations and processes of credit transfer, credit exemption are articulated in Section 2.4.3, 2.4.4 and 2.4.5 of the Academic Regulations (2017 Amendment) and the procedure is outlined in PK (O) - UiTMCT 05 (Pengurusan Pendaftaran Kursus / Pengecualian dan Pemindahan). This information is disseminated through the book of Academic Regulations which is distributed to all students and also through academic briefing during "Minggu Destini Siswa". It can also be retrieved from Student Portal website: http://istudent.uitm.edu.my/nsp/home/main.asp and https://hea.uitm.edu.my

#### 4.2.2 Enhanced Standards

- The Faculty/Campus/Division should be in touch with the latest development and thinking about the processes of articulation, credit transfers and credit exemptions. UIITM policy on credit exemption and credit transfer is to allow only newly registered students to make an application. The Credit exemption for a course will be given to students who have passed a similar course and completed their previous studies. For internal credit transfer, all previously obtained grades for the same courses will be used as grades for the new program. On the other hand, for external credit transfer, grades obtained during a period of study at another university will be used as grades for similar courses in the student’s study plan.
The processes for credit transfer and exemption are as follows:
- Students apply for credit transfer or exemption from Program Coordinator.
- JAN - will deliberate on the application.
- The result of the application will be transferred into SIMS.

### 4.3 Transfer of Students

#### 4.3.1 Benchmarked Standards

The policy and criteria for students to transfer to another program or campus can be referred to Section 2.30 and 2.31 Academic Regulations (2017 Amendment)

This information is disseminated in the Academic Regulations book which is distributed to all students and also through academic briefing during “Minggu Destini Siswa”. It can also be retrieved from student portal website: http://istudent.uitm.edu.my/nsp/home/main.asp and https://hea.uitm.edu.my. For the special cases of student transfer, the application is made to Timbalan Naib Canselor (Akademik dan Antarabangsa) (TNCAA).

- Incoming transfer students must have comparable achievement in their previous institution of study.
  
  Not applicable since UiTMCT only handles students transferring from UiTM of other branches based on special cases or needs.

#### 4.3.2 Enhanced Standards

- The Faculty/Campus/Division should have in place policies and mechanisms that facilitate student mobility between programmes and institutions, within the country or cross-border, through articulation arrangements, joint degrees, exchange semesters, advanced standing arrangements, and the like.

  The program structure of student exchange is based on the agreement in the MoU, signed by both parties (Universities). The application and approval process of student exchange is managed by Office of International Affairs (OIA) UiTMCT. The student exchange process is in accordance with the link http://oia.uitm.edu.my/v1/index.php/process-se-outbound

  The steps in managing a student exchange process (outbound mobility) are as below:
  - Step 1: Promotion of student exchange Programme from OIA to the students
  - Step 2: Student Submit application form to OIA
  - Step 3: Selection Process
  - Step 4: Approval and confirmation by UiTMCT
### Step 5: Payment of fees by the student
### Step 6: Student visa / insurance / flight details
### Step 7: Student’s departure

The steps in managing a student exchange process (inbound mobility) are as below:
- **Step 1:** Promotion of student exchange Programme at Partner University
- **Step 2:** Student Submit application to Partner University
- **Step 3:** Selection Process
- **Step 4:** Approval and confirmation by both partner University and UiTMCT
- **Step 5:** Payment of fees by the student
- **Step 6:** Student visa / insurance / flight details
- **Step 7:** Student’s Arrival

Ref: File: 100-UitmKD (PJI/ICAN/14/3/2)
Hubungan dan Kerjasama dengan Badan Luar
: File: 100-UitmKD (PJI/ICAN/32/5)
Perjanjian / Kerjasama dengan Pihak Luar (MOU /MOA /LOI)
: File: 100-UitmKD (AKA.17/10/12/1/2)
Kerjasama dan Perhubungan Antarabangsa (Universiti)

## 4.4 Student Support Services and Co-Curricular Activities

### 4.4.1 Benchmarked Standards

- **The Faculty/Campus/Division must** make available appropriate and adequate support services, such as physical, social, financial and recreational facilities, and counselling and health services.

UiTMCT has appropriate and adequate support services, such as physical, social, financial and recreational facilities, aside from that, counselling and health services are also provided to the students. These services can be fully accessed and they are opened for all students. These services are regularly monitored to ensure their adequacy and safety through person in charge who are qualified staff of the support service employed by the Registrar's Office of UiTMCT.

The facilities or support services provided are:
- Sports Centre such as Court Sports (sukan padang- futsal, football, gymnasium women and men, volleyball, squash, badminton, etc) and also Sports Equipment Borrowing Services at Gemilang Sports Complex
- Computer Facilities consists of computer lab and also can borrow the laptop, printer, & LCD from Infortech.
- Internet Free access to Wireless Hotspot (UiTM-Wifi)
- Residential Colleges & NR Student Centre
- Food Kiosk
- Karah Mall
- Co-Curricular activities such as JPAM, Bomba, PBSM, PALAPES, etc.
- Perpustakaan Cendekiawan
- Health Clinic
- Occupational, Safety & Health Unit (OSHCo)
- Counselling and Career Division
- Academic Advisor
- Financial Aid for loan and also application for Zakat (for those qualified)
- ATM Machines (Bank Islam)
- Surau at the Academic Block (Male and Female students)
- Badan Keadilan Mahasiswa (owned by Law Faculty)
- Corporate Communication Unit
- Pusat Pengajian Siswa (Student Lounge)
- Pusat Islam (Pusat Hidayah)
- Mini Post-Office
- Wakaf Ilmu
- The Halls such as Bakawali Halls, Anggerik, Cemara, and Aspirasi
- Kem Gemia for staff and students team building.
- Students Leadership Units (UKP)
- I-Students Portal
- Hotel UiTM Dungun
- Radio MyUFM
- Taman Ilmu 1 & 2
- Digital Campus UiTM (Library Mobile Application)
- Taklimat Keselamatan dalam program MDS
- Pegawai Penguatkuasa Tatatertib
- Unit Kualiti Mahasiswa (UniQ)
- Smart Class Room

Ref: https://www.facebook.com/pg/RektorUitmTerengganu/photos/
- HEP: https://www.facebook.com/zaman_berubah.52 &
- Unit Korporat: https://www.facebook.com/arma.korporat
- HEA: https://www.facebook.com/HEA-Uitm-Terengganu-508280589359284/
- Unit kesihatan UiTMCT: https://www.facebook.com/Unit-Kesihatan-Uitm-Terengganu
  762940663731045/
- https://www.facebook.com/Unit-Kualiti-Mahasiswa-Uitm-Terengganu-346434912194577/
- https://www.facebook.com/perpustakaancendekiawan.uitmterengganu
- https://www.facebook.com/myufm/
- https://www.facebook.com/uitmkrbb/
| Student support services must be evaluated regularly to ensure their adequacy, effectiveness and safety. | All of the student support services are evaluated regularly and the mechanisms to measure the adequacy, effectiveness and safety are:  
- CerBiS: MKSP 1/2017 & MKSP 2/2017  
- Students’ Feedback Online (SuFO) No. File: 500 UiTMKD (AKA. 13/5/1)  
- Records of utilization of facilities Borang Tempahan: https://bsu.uitm.edu.my/  
- Complaints and feedback from students and users (Borang Aduan dan Maklumbalas Pelanggan, Borang Pencegahan & Pembetulan at Students Affairs Division (HEP) No. File: Tindakan Pencegahan 600-UiTMCTKD (HEP 12/12/3) & 600-UiTMCTKD (HEP12/12/2)  
- E-Kemahiran Insaniah. MKSP 2 / 2017  
- Aduan Pelajar melalui Polis Bantuan. Laporan Keselamatan 100-UiTMCTKD (PPB)18/1 | 4 |

| There must be a mechanism for students to air grievances and make appeals relating to student support services. | The campus has few mechanisms for students to voice out their grievances, problems, suggestions and make appeal related to student support services such as:  
- Dialogue with the Campus Rector (every semester)  
- Dialogue with the Faculty Management such as Dialogue with FPHP at this link; https://www.facebook.com/photo.php?fbid=363165420724439&set=pb.100010929528234.-2207520000.1518063556.&type=3&theater  
- Suggestion Box (e-Aduan, iKolej and Customer Feedback Form by Students Representative Council (Majlis Perwakilan Pelajar) such as at this link: http://www.kolejdungun.uitm.edu.my/ikolej/login.php  
- Badan Keadilan Guaman Mahasiswa (Representing students during disciplinary proceedings)  
- Quality Management System of UiTMCT – provision for customer’s response and satisfaction to assure complaints can be addressed timely and efficiently. MKSP 2 / 2017  
- Social Network Applications (Facebook: Rector, HEA and HEP), PPS blog such as Facebook under HEP Unit at this link https://www.facebook.com/HEP-UiTM-Terengganu-262461357123783/ | 4 |
- Through Penasihat Akademik/KPP/KP by faculty.
- E-Counsellor
- Online Survey: Such as SUFO & Cerbis (MKSP 2 /2017)
- Measurement Survey level of kerohanian among UiTMT Student based on 3 main aspects which is Aqidah, Ibadah and Akhlak. MKSP 2 / 2017

- The Faculty/Campus/Division **must** designate an administrative unit responsible for planning and implementing student support services, staffed by individuals who have appropriate experience consistent with their assignments.

<table>
<thead>
<tr>
<th></th>
<th>The campus has designated that student’s activities under 7 types of category under HEP which is consists of;</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Majlis Perwakilan Pelajar (MPP)</td>
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<tr>
<td></td>
<td>Jawatankuasa Perwakilan Kolej (JPK)</td>
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<td></td>
<td>Ko-Kurikulum (KO)</td>
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<td></td>
<td>Jawatankuasa Sukan dan Rekreasi Mahasiswa (JSRM)</td>
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<td></td>
<td>Kelab Tunjang</td>
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<td></td>
<td>Kelab Fakulti</td>
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<td></td>
<td>Kelab Dalaman</td>
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</tbody>
</table>

All this category have their own sub-unit or club that have been managed and advised by experience staff and lecturers.

They are responsible for planning and implementing students’ support services. HEP is responsible in monitoring students’ activities and each program must be approved by Students Representative Council (MPP). Students are advised to submit all planning activities at the beginning of semester for the purpose of endorsement of budget, supervision as well as to be recorded. Currently, Unit Kualiti Mahasiswa (UniQ) assists MPP in order to rank the clubs/societies in the campus and also to monitor the quality of students’ program. For example, respective co-curriculum courses manage the records of students’ achievement. The services are supported by HEP, Sports Centre, Health Clinic and Students Representative Council (Majlis Perwakilan Pelajar).

Ref: Appendixes that provided by HEP regarding Club & Advisor.

- Academic and career counselling **must** be provided to students by adequate and qualified staff.

<table>
<thead>
<tr>
<th></th>
<th>Academic counselling and career counselling have their own support services which are managed by adequate and qualified staff that are very dedicated and committed. PTJ will ensure that those who provide these services are qualified based on norms of the job requirement and qualification that endorsed by registrar. UiTMCT Dungun campus currently has two counsellors, while Bukit Besi and Kuala Terengganu campuses have one counsellor each.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All issues handled by counsellors pertaining to counselling case are kept confidential. The Counsellors are required to conduct academic and non-academic counselling cases. Counselling session for students is conducted with appointment and students have to fill in a form as a record through the website.</td>
</tr>
</tbody>
</table>
available, Counselling2U (https://counselling2u.uitm.edu.my/ap-admin/login.cfm). The accessibility, confidentially and effectiveness of the counselling session are well protected under the organizational structure and the terms of reference for each unit rendering the support services.

Besides, academic counselling are sometimes led by lecturers (Academic Advisor) especially when students have problems such as consultation on courses taken, registration problems, class schedule. There are also cases where lecturers have to handle students' personal problems when the students are not comfortable in seeing the counsellor. However, certain cases that need special attention from the right authority are dealt efficiently. For example, cases that are related to the religious needs are sent to the Religious Office as well as related to mental will be referred the cases to psychiatrist.

Several programs have been conducted in 2017 by Academic Counselling in order to gather information of the availability of an early warning system to detect student with academic difficulties such as Modul Pembangunan Diri Pelajar Semester 1. Through this Modul, profiling characteristics of student are identified and 16 individual characteristic are determined. The students that had weak score are called for the next session of Modul.

Ref: File No: 100-UiTMKD (HEP/UKK/22/3)
Laporan Sesi Kaunseling

- Induction programmes must be made available to students and evaluated regularly with special attention given to out of state and international students as well as students with special needs.

UITMCT has conducted an induction program to all new students. It is part of the orientation program called as Minggu Destini Siswa (MDS) managed by HEP. The program aims to help students adjust their new learning environment in the university campus. Every semester, students and parents have to answer a set of questionnaire (Borang Kajiseldik MDS) distributed by Pembantu Minggu Destini Siswa (PMDS) who is one of the committee members. Data are collected, analysed and finally reported in the Post-Mortem meeting for any rectifications and improvements for the future reference or actions. Besides MDS, there are also have induction that has been conducted by a Faculty Club such as D'Hoteliers, Office Management Students Association (OMSA), Operations Management Society (OPEM) Electrical Engineering Students Association (EESA), Mathematic Computer (COMMATH), Business Computer (BIZZCOM), and Chemical Engineering Student Society (ChESS).

Ref: File No: 100 – UiTMCTKD (HEP) 31/8/1.
  : File No: 100 – UiTMKD (D'Hoteliers 35/6/15)
  : File No: 100- UiTMKD (OMSA 35/6/41)
  : File No: 100 – UiTMKD (EESA 35/6/20)
<table>
<thead>
<tr>
<th>4.4.2 Enhanced Standards</th>
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<tbody>
<tr>
<td>● Student support services <strong>should</strong> be given prominent organisational status in the Faculty/Campus/Division and a dominant role in supplementing programme learning outcomes.</td>
</tr>
</tbody>
</table>
| Student support services have been given high status and play dominant role in the campus in supplementing programme learning outcomes. It is supported by Top Management, Academic Affairs Division (HEA), MPP and other departments in the campus. It is essential to give priority for students support service as students are the customer and product of UiTM in order to enhance program learning outcomes.  
Example:  
- *Mesyuarat Kepimpinan Mahasiswa (MeKeM)*  
- Non-Residents (NR) Club  
- *Persatuan dan Kelab Dalaman*  
- Karah Mall (for students to enhance entrepreneurial skills by handling the kiosk)  
- *Unit Kualiti Mahasiswa (UniQ)*  
- *Badan Keadilan Guaman Mahasiswa* (Representing students during disciplinary proceedings)  
Ref: Appendices that provided by HEP regarding Club & Advisor. |
| 4 |
| ● An equipped and adequately staffed unit dedicated to academic and non-academic counselling **should** be established. |
| Most lecturers play the role of Academic Advisors to a number of students as assigned by Faculty Coordinator. Every semester, the Academic Advisors will do their part in ensuring the students receive appropriate advice either in academic or non-academic matter. Conversely, Counselling Unit of UiTMCT currently has four officers (counsellors). The unit basically handles students’ problems as well as conducts voluntary counselling and each student normally would go for two to three sessions in order to see the improvement of their problems. The number of counsellors in UiTMCT is sufficient according to administration Unit that endorsed by registrar office. Having the lecturers as well as the counsellors to give any means of help to the students is indeed sufficient to the stable growth of students’ emotion and cognitive thinking.  
Regarding the number of counsellors in UiTMCT, the number will increase referring to the suitable ratio of students to ensure the efficiency and adequate service given to the students. |
| 4 |
| ● Student academic and non-academic counselling **should** include ongoing monitoring of the student’s progress to measure the effectiveness of, and to improve, the counselling services. |
| The effectiveness of the counselling services (program, counselling session and management matters) satisfactory has been measured and monitored through website [Counselling2U](https://counselling2u.uitm.edu.my/ap-admin/login.cfm) since January 2017. Every month, the data collected is analysed and reported to UiTM Shah Alam. Academic advisors also assist the counselling unit by playing their role to monitor students’ academic achievement until the students graduate.  
Counselling UiTMCT has organized several programs as the initiative for having more effective continuous improvement implementation. This program is organized every semester by focusing on Diploma and Degree students from Semester 1 until the final semester. Listed below are the examples of |
There should be a structured training and development plan to enhance the skills and professionalism of the academic and non-academic counsellors. There are few programs to enhance the skills and professionalism of the academic and non-academic counsellors that had been organized in 2017 such as:

- Program Minda Sihat (HEP) which using DASS (Depression Anxiety Stress Scales) inventory – it was organized to identify level of depression among HEP staff that will contribute to the Happiness Index increased if the level of depression could be reduced.
- TOT Module Study Skills (UED102) - Training program for lecturers who were appointed as Academic Advisors for Semester 1 Diploma students of 2017. This training will enhance the skill and professionalism of Academic Advisors in getting to know and understand their students. This module exposed the new student regarding how to manage their self-learning in University which is totally different from the secondary school.

Even though these programs have only started in 2017, they have indeed benefitted all the academic and non-academic counsellors in providing better support services to the students. These programs also ultimately benefit the students especially the implementation of Module Study Skill which has become a great helping tool for them to get familiar and comfortable with new environment in UiTMCT.

5.1 Benchmark Standards

- The Faculty/Campus/Division must have a widely disseminated policy on student representation and participation in line with

UiTMCT policy on student representation and participation Act 173, Universiti Teknologi Mara Act 1976 is in line (Act 174 Educational Institutions (Disciplines) act 1976) through Executive student representative known as Majlis Perwakilan Pelajar (MPP), Judiciary board known as Badan Kepimpinan Mahasiswa (BKM), Legislative board known as Mesyuarat Kepimpinan Mahasiswa (MeKeM) and Ombudsman board
national policies and laws. known as *Unit Kualiti Mahasiswa (UniQ)*. MPP members are selected through the election of students once in a year. The selection for 2017/2018 session was held on 20 September 2017 where it involved 22 secretariats from 7 different faculties.

Whereas, at Bukit Besi Campus, two secretariats from Chemical Engineering faculty and two from Mechanical Engineering were selected to be part of MPP team. UiTMCKT campus was represented by three secretariats from Faculty of Computer and Mathematical Sciences.

Policies on student representation which include *Sahsiah Rupadiri Pelajar, Peraturan Kolej, Pemantauan Kafe, Leadership and Development of Students’ Clubs Activities* are circulated through banners, flyers, network services (websites, FB Pages) and faculty meeting with the students.

Ref: HEP UiTM Terengganu File
: mppuitmterengganu.weebly.com
: Faculty / Unit PAKAR Report
: Slide *mesyuarat JK Pelaksana pemilihan JPP*, UiTM Cawangan Terengganu Kampus Kuala Terengganu 14 september 2017

- The Faculty/Campus/Division must publish a statement of student rights and responsibilities and make it available to the campus community.

UiTMCT has published a statement of student rights and responsibilities and make it available to the campus community through various media such as banners, posters, flyers, Facebook, twitter and dialogue with the Rector and Deputy Rector, dialogue with Staf Residen Kolej (SRK) and Pengurusan Kolej. Students rights are protected through several acts such as *Akta Institusi-Institusi Pelajaran (Tatatertib) 1976 (Akta 174)* and circulars from UiTM.

The existence of Student Registration Guide during the week of MDS, as well as academic rules of 2017 and the NR students guide book symbolize how concerned the university regarding student rights and responsibilities and make it available to the campus community.

**Non-resident student guidebook:** This Handbook is tailor made to UiTM students living outside Campus or known as Non-resident (NR) students. Delivery of information and guidance on crime prevention, fire prevention, dengue prevention, as well as residential premises regulations are expected to help raise the level of awareness and knowledge of NR students in order to enjoy a conducive and safe living environment.

Students also can raise any issues pertaining to their rights through *Majlis Perwakilan Pelajar*, staf Residen Kolej (SRK), Unit Pengurusan Kolej & Non-Residen (UPKNR). Apart from using the
aforementioned channels, the students can also express their comments through media social medium such as Facebook, Whatsapps and twitter which will directly reach the Deputy Rector of Students Affairs (TRHEP).

Ref: MPP Website: mppuitmterengganu.weebly.com  
   : Sosial Media channel: Facebook page HEP UiTM TERENGGANU  
   : FB Kolej: Unit Pengurusan Kolej & Non-Residen UiTM Terengganu  
   : E-mel: upknrdungun@tganu.uitm.edu.my

| ● The jurisdiction of judicial bodies, the disciplinary responsibilities of Faculty/Campus/Division officials, and all disciplinary procedures **must** be clearly defined and broadly disseminated. | The entire jurisdiction, the disciplinary responsibilities of campus officials and all disciplinary procedures are clearly defined and broadly disseminated based on policies decided by Hal Ehwal Pelajar (HEP) and HEA UiTM for UiTMCT all campuses.

   This is done through banners, flyers, UiTMCT website, Facebook and twitter of Deputy Rector of Students Affairs; dialogue programs with the Rector and Deputy Rector as well as meetings with Coordinators, Students Advisor (PA) are some of the mediums used to reach the students and acknowledge them with the information.

   The Student Affairs Department (TRHEP) plays a significant role in the aspects of attending to students’ welfare and development following Act 174. It is headed by Deputy Rector and is assisted by assistant registrar and head of units.

   One slot has been given for information on the 174 act during the MDS week and the effort to establish a student justice body under the lawmakers advisory indicates the solicitude of the university to inform students’ rights.

Ref: Act 174 educational institutions (disciplines) act 1976  
   : Sosial Media channel: Facebook page HEP UiTM TERENGGANU, web UiTM Terengganu |

| ● There **must** be a policy and programmes for active student participation in areas that affect their welfare, for example, peer counselling, co-curricular activities, and community engagement. | In the strategic planning for every internal club in UiTMCT, the HEP has set every internal club to run any CSR-shaped and any event related to entrepreneurship program that will impact the public and university.

   There are various programs for active student participation in areas that affect their welfare, for example, being as peer or mentor counselling at Kelab Tunjang known as Pusat Kecemerlangan Akademik & Kelab Cerlang (PKA), (Badan Peers Kauselar) PEERS, involvement in **co-curricular activities**: |
Students are encouraged to be dynamic team member in any core internal club for **community engagement** such as Gabungan Pelajar Melayu Semenanjung (GPMS), Program Sihat (PROSIS), Kerabat Kebudayaan or Persatuan Islam Baitul Hadhari (PIBH).

Ref: File Internal Club – Laporan Persatuan dan Penasihat Kampus 2017
: Jawatankuasa Tatatertib MeKeM, Unit Kualiti Mahasiswa UiTM Terengganu
: File PKA

### 4.5.2 Enhanced Standards

- Students and student organisations **should** be facilitated to gain managerial and leadership experience, to encourage character building, to inculcate a sense of belonging and responsibility, and to promote active citizenship.

Students and student organisations are highly facilitated to gain managerial and leadership experience, to encourage character building, to inculcate a sense of belonging and responsibility, and to promote active citizenship through array of internal club activities.

Here are some UiTMCT students who have shown the characteristics:

**TOKOH PELAJAR MAULIDUR RASUL**
On 25th Jan 2017, Muhammad Hanif bin Othman has been awarded as Excellent Student during Perarakan Maulidur Rasul. He was selected due to his diligent commitment, good attitude and great leadership skills.

**THE 5TH ASEAN FUTURE LEADERS SUMMIT(AFLES)2017**
Wan NurAlin Binti Wan Mat Nasir (Bachelor's Degree (Honors) Finance - BM242 Part 2) has been selected from thousands of UiTM students to join AFLES 2017. AFLES 2017 is also one of the platforms for students to share ideas & knowledge on critical education issues, leadership & student engagement to help shape future policies and sustainability.

**Program Cultural Internationalization Malaysia-Indonesia 2017**
‘Mengintai Pelangi Seberang 5.0’ Mahasiswa Kelab Kerabat Kebudayaan Universiti Teknologi Mara Terengganu Malaysia Ke Institut Seni Indonesia Denpansar Bali Indonesia, 3-7 Ogos 2017
Nurulfarahin Binti Mustafa 960509-01-6370
Nur Aina Bt Sariman 971107-14-5720
Nurul Hasanah Binti Abdul Satar 980727-10-5660
Saiful Armin Izhar B. Ab Razib 981001-06-5473

The student election last year was encourage their leadership experience and character building, through strict requirement for candidate. The full candidate list was shown below:
Besides that, the involvement of students in controlling radio frequencies as deejay at MY UFM (campus radio) may facilitate them to gain the managerial exposure.

Another example, the most active and frequently student club in participation creates a sense of belonging and responsibility, which then to promote active citizenship:

2. Program Cultural Internationalization Malaysia-Indonesia 2017 ‘mengintai pelangi seberang 5.0’  
3. Program Iftar Bersama Anak-anak yatim dan srk kolej (17 JUN 2017) | MYAGROSIS  
KERABAT KEBUDAYAAN  
ENACTUS/JPK |
|---|---|---|
| UIVMCTKBB | 1. Bulan Pemantapan Insan (5,6,7,17 Jan 2017)  
SISPA  
MPP |
| UTMCKT | 1. Sharing Moment Intellectual Leadership (Smile) (17-14 Nov 2017)  
2. Bizzcom Explorace Iq Challenge 2017 (13 Mei 2017)  
3. Kem Merentas Transformasi Diri (12-14 Jan 2017) | BIZZCOM |

Ref : File Internal Club – Laporan Persatuan dan Penasihat Kampus 2017
| **• Where student publications or other media exist, the Faculty/Campus/Division should provide a clear, formal and well-publicised policy regarding such publications.** | There is no formal platform specifically for student publication. A good research project will be co-authored to be presented as proceeding papers or published in reputable publications that have ISBN number proceeding paper; EPIC 2017 (Educational Project of Innovation Competition) (20 Julai 2017), An International Innovation, Invention & Design Competition & Conference 2017 (ICON) (28 September 2017), Hospitality and Tourism Conference (7 October 2017) and other internal newsletter publications. On the other hand, the advisor will also guide the students during producing e-report (*Laporan Penutup Aktiviti*).

Bulletin Usahawan UiTMCT (OMSA CLUB) also make an initiative for make a special column for students to submit their writing.

There is one new platform under MPP known as Unit Penerbitan Dan Penyelidikan Mahasiswa (UPPM). The UPPM was established in 2017 and Encik Abd Razak Abu Kassim from PJIA Unit has been chosen to advise and monitor its progress. The objective of having UPPM is to encourage creative writing and research purposely for students.

Ref: Proceeding EPIC 2017, ICON 2017, HTC 2017
   : E-report at HEP UiTMCT
   : File Internal Club – *Laporan Persatuan dan Penasihat Kampus 2017*

| **• There should be appropriate channels to allow student participation in the formulation, management and evaluation of the curriculum, and in academic matters relevant to them.** | There are mechanisms in order to allow students’ participation in the formulation, management and evaluation of the curriculum as well as in academic matters with SuFO, Entrance and Exit survey for each and every course they enrol. It has been made clear that this is a necessity with the tagline, “NO SuFO NO RESULT”. SuFO is an online system to evaluate the overall teaching and learning components in terms of lecturer’s quality assurance and performance, content and infrastructure.

There is also involvement of students and alumni on online Market Survey during last curriculum review from CS247 Programme. Another program, which is HM110 programme, has developed self-reported questionnaire research instrument using e-survey using Google Documents (GD). The survey has been distributed to alumni (133 UiTM former students) via email, and faculty social media. During the INQKA Audit session, students’ participation also involve in order to evaluate the academic performances matters.

Ref: Market survey result for curriculum review CS247
   : Curriculum review Proposal Report: presented on 5 September 2017 at Jawatankuasa Akademik Negeri (JAN)
   : Fail OBE-CDL/CQI Fakulti |
The Faculty/Campus/Division should have adequate facilities to encourage students to be involved in publication activities.

Cendiakawan Library UiTMCT is a main important resources provide facilities that may assist student to complete their publication. The Terminal e-Theses placed at Level 1 near the magazine shelf enable users to access the thesis and research report full-texted by the writing of UiTM citizens from all faculties at UiTM.

Another initiative from the MPP Club was existence of Unit Penerbitan Dan Penyelidikan Mahasiswa (UPPM), in 2017 and will be actively run their planning this year (2018).

One of the facilities offers is Tabung Amanah Pembangunan Akademik (TAPA) of HEA which provides the platform for approving and sponsoring students’ activities with certain amount of fee to reduce the students’ burden and motivate them to produce more writings.

Competitions, colloquiums and exhibitions are examples of platform to encourage students’ involvement in publication. Other than that, poster and product presentations during class presentation such as ENT300 subjects, final year project from Engineering faculty, travel and tours presentation and others are also done as an early exposure for the students in making their works known to others. Apart from internal events, there is an array of competition hosted by other IPTAs that involve UiTMCT student’s publication activities such as IFaTiic2017, ICON2017, EPIC2017 and GRACE 2017.

Ref: Website UiTMCTKD 2017: Fail HEP, Laporan kelab Dalaman

<table>
<thead>
<tr>
<th>4.6 Alumni</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.6.1 Benchmarked Standards</td>
</tr>
</tbody>
</table>

- The Faculty/Campus/Division must encourage active linkages and continuous relationship between it and its alumni.

UITMCT encourages active linkages and continuous relationship between its alumni especially during convocation. One of the means used to collect the alumni data is by having the alumni forms which are distributed among the graduates, inviting them to become part of UiTMCT alumni.

Active linkages among alumni are made through Alumni UiTM CAWANGAN TERENGGANU APPLICATION, the information can be reached over hand phone where some social media sites such as facebook work as the for the alumni to get updated news or information. To establish a robust connection, Penyelidikan Jaringan Industri and Alumni (PJIA) have taken the initiative to create reputable linkages with the key player of industries. These linkages are further affiliated with the MoU agreement and this will benefit students especially for those looking forward to do internship.

An assembly of the faculty of accounting was held last year on 5-6 August 2017, gathering almost all of the batch ITM 1988-1991 students. This assembly may strengthened continues relationship between fellow alumni.
### 4.6.2 Enhanced Standards

- The views of the alumni **should** be incorporated in curriculum development, the achievement of the learning outcomes and the future direction of the Faculty/Campus/Division.

In the process of incorporating curriculum development, the achievement of the learning outcomes and the future direction, many efforts have been initiated and undertaken by the programs. In addition to the application of OBE-SCL as the central foundation in designing a new curriculum, the programs have also carried out a detailed critical review of the Graduate Tracer Studies.

Examples of PU in UiTMCT that have carried out the initiatives are CS247, CS110 AND HM110. CS247 did the online Market Survey during last curriculum review 2017.

**Feedbacks from the Alumni:**
To gain the feedbacks, a self-reported questionnaire was distributed to the stakeholders to probe their feedbacks towards redesigning the program. Majority of the respondents had graduated for more than a year and currently working in the various business disciplines.

**Round table discussion with the experts/stakeholders:**
The objectives of this discussion are as follows:
- To review existing academic programs offered by the Department of Hotel (FPHP) at various levels, analyse its viability in current as well as future contexts, then propose necessary amendments for improvement.
- To align academic programs to be offered in accordance to the Malaysian Ministry of Higher Education (MOHE) requirements and standards.

**List of experts that involve with CS programme**
- En Rizwal Zakaria (Manager, Data Cloud, MDEC)
- Mr Duncan Lee (Manufacturing IT Principal Engineer, INTEL)
- Mr Chai Zhi Yuan (Vice President, Tecforte)

**List of experts that involve with HM110 programme**
- En. Huza, Radzi, Perunding Utama, HuzaRadzi Consultancy
- En. Sharezal Abdul Wahid, Pengarah Concierge, The Majestic Hotel Kuala Lumpur
- Prof. Madya Arfah Kassim, Dekan, Fakulti Hospitaliti dan Seni kreatif, Management & Science University

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HM110 incorporated feedbacks from Alumni via Google Document (GD), stakeholders and round table discussion with experts from the local tertiary institutions and the industry. (Curriculum review 2017)
The Faculty/Campus/Division should encourage the alumni to play a role in preparing students for their professional future, and to provide linkages with industry as well as the professions. This is done by sending them invitations to participate in various gatherings as well as activities organized by the university alumni.

As an example during the Hosfest 2017 event, FPHP which was held on 29 October 2017, Alumni sharing session involving of:

**Alumni FPHP**
- En Hasany Arasy – Travelet.au
- En Arham Ruslan & En Ahmad Zaim – The Kenduri
- En Azreen Mutalib – Malaysia Airlines
- En Azzahrul – Azam Roasters

**Alumni Bukit Besi**
Muhammad Farhan Yaacob, Batch: 2006, graduate: 2009, Technician at Petronas Chemical Olefins

**Alumni Islamic Banking**
Puteri Zarith (founder of VS BEAUTY): Forum investment 101 with cosmetic millionaire

**Alumni FSKM**:
- Mr Ashraf, Bengkel Mobile application development, 24-25 November 2017, involved 27 participant Diploma and first degree FSKM,
- Mr Ruszaimi, Bengkel data analisis menggunakan Tableau, 4 Nov 2017

Ref: Sosial Media channel: Facebook page HEP UiTM TERENGGANU
- FPHP Report 2017(activities report)
- Laporan Pakar 2017
## AREA 5: ACADEMIC STAFF

<table>
<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on evidence)</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.1 Recruitment and Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>5.1.1 Benchmarked Standards</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The Faculty/Campus/Division <strong>must</strong> have a clear and documented academic staff recruitment policy where the criteria for selection are based on academic merit.</td>
<td>The recruitment of new academic staff is in accordance with the existing policy based on Academic Staff Requirement Process Manual, dated 1 June 2006, where the evaluation is based on the result in mock teaching and interview. Only candidates who manage to fulfill all the required criteria will be offered as permanent or Part Time Full Time (PTFT) lecturer. Since 2013, the recruitment of staff has been solely handled by UiTMCT with the consent from the Main Campus, Shah Alam. Based on the academic merit, only the application of candidates with CGPA 3.00 and above for the first degree and Master would be considered for the recruitment of new lecturers. However, some might vary depending on the nature of the needed field by every faculty. For the year 2017, 6 new lecturers were recruited for the required fields for campuses of Dungun (2) and Bukit Besi (4). Year 2017 showed a decrease in number as compared to 2016, where the recruitment for new lecturers was 19.</td>
<td>4</td>
</tr>
<tr>
<td>• The staff to student ratio for each programme <strong>must</strong> be appropriate to the teaching-learning methods and comply with the programme discipline standards.</td>
<td>One of the quality objectives is to have the lecturer to student ratio of 1:20. However, this ratio fluctuates according to the number of students for each programme and the number of academic staff in the respective faculty. For example, the student ratio for the Faculty of Hotel and Tourism Management is 1:29, while the student ratio for the Faculty of Electrical Engineering is at 1:14. Therefore, in order to ensure a balanced ratio between students and academic staff, some faculties have to hire part time lecturers to accommodate the need of some courses. Since the ratio of Faculty of Hotel and Tourism is 1:29, this faculty have the highest number of part time lecturers which were 16 lecturers.</td>
<td>3</td>
</tr>
<tr>
<td>• The Faculty/Campus/Division <strong>must</strong> have an adequate number of full-time academic staff for each programme.</td>
<td>The numbers of academic staff for UiTMCTKD was 290, for UiTMCTKRBB was 65 and UiTMCTKKT was 45 that summed up to a total of 400 academic staff. Overall, the number of lecturers for some programmes was not sufficient to accommodate the number</td>
<td></td>
</tr>
<tr>
<td>Ref: Buku Maklumat Staf, Administrative Department</td>
<td>Ref: Academic Division – Student Affair, MKSP Report 2017</td>
<td></td>
</tr>
</tbody>
</table>
of students in 2017. This happened due to the increment in the number of students’ intake especially for hospitality courses. Other reasons were because a few lecturers are still on study leave and there was no available warrant to recruit new lecturers. As a result, 20 PTFT lecturers were employed according to the needs in 2017. However, the number has decreased as compared to the previous year where the number of PTFT lecturers was 35 lecturers. The related fields that required PTFT lecturers were as follows:

<table>
<thead>
<tr>
<th>DISCIPLINE</th>
<th>No. of PTFT Lecturers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel &amp; Culinary Art</td>
<td>16</td>
</tr>
<tr>
<td>Electrical Engineering</td>
<td>1</td>
</tr>
<tr>
<td>English Language</td>
<td>2</td>
</tr>
<tr>
<td>ACIS</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
</tr>
</tbody>
</table>

Ref : Academic Division- Part Time Full Time Lectures, 2017
   Administrative Department

- The Faculty/Campus/Division must clarify the roles of the academic staff in teaching, research and scholarly activities, consultancy, community services and administrative functions to show a balance of functions and responsibilities in line with academic conventions.

The job descriptions of a lecturer are clearly spelt out to the lecturers. There are manuals for academic advisors, Buku Etika Pensyarah, and the periodical circulars from the TR HEA, the TNCA and also the Rector to guide the lecturers’ responsibilities. These documents are normally referred to only when the needs arise.

Lecturers are also exposed to and made aware of the research and scholarly activities, as well as the consultancy and community services requirement. This has been stated as part of the lecturers’ KPIs that would be evaluated and later determine their performance score. Lecturers are also required to hold various administrative functions such as faculty coordinator etc.

Apart from teaching responsibility, academic staff are also given the opportunity to conduct academic research using the existing research grants or self-funding. For this reason, workshops / courses were organised at campus level to facilitate new proposal preparation for the relevant research grants. As of December 2017, 8 new research grants were awarded comprising of 1 grant from PRGS (RM 106,000), 2 grants from FRGS (RM 116,872) and 5 grants from Geran Penyelidikan Luar (RM 188,740) with the total value of RM 411,612. There were also 75 self-funded researches registered with the RMU. The number of research grants awarded decreased from 2017, where in 2016 a total of 29 research grants were awarded.
Academic staff were also actively involved in consultancy project. As of 31 December 2017, 12 new consultancy projects were registered with a total value of RM 57,086. This shows an increment from 2016 where last year only 7 consultancy projects were registered.

In 2017, there was a great improvement in the number of publications as compared to 2016. A total of 666 publications were recorded in the following categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Chapter in book</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Journal article</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>Proceeding paper</td>
<td>166</td>
<td>100</td>
</tr>
<tr>
<td>General publication</td>
<td>231</td>
<td>378</td>
</tr>
<tr>
<td>Research book</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Others</td>
<td>15</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>457</td>
<td>666</td>
</tr>
</tbody>
</table>

The total number of publications in SCOPUS/WOS indexed journals and conference proceedings of UiTMCT also showed a great improvement from a total of 44 in 2016 to 87 in 2017. It successfully achieved the strategic planning objective of 55 numbers of indexed journal conference proceeding for year 2017. The details were as follows:

<table>
<thead>
<tr>
<th>Campus</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dungun Campus</td>
<td>26</td>
<td>57</td>
</tr>
<tr>
<td>Bukit Besi Campus</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Kuala Terengganu Campus</td>
<td>7</td>
<td>5</td>
</tr>
</tbody>
</table>

Community service programmes are conducted through students' activities for each semester. The activities were carried out by clubs, societies or academic societies with the guidance of lecturer advisors. Some examples of community service programmes carried out by some clubs in 2017 are as follows:
- 1 SRN 1 Komuniti was conducted on 25th November at Kg. Sungai Buaya, Dungun.
- Aktiviti Khidmat Masyarakat, Survival Village UiTM Dungun was conducted on 20th January 2017.
- Program Pasaraya Sihat was conducted on 16th February 2017 at Pasaraya GIANT Gong Badak, Kuala Terengganu.
- Day Care (Melawat Kanak-Kanak Sindrom Di Taman Sinar Harapan) was conducted on 18th February at Taman Sinar Harapan, 21030 Kuala Terengganu, Terengganu.
- Lawatan Tapak Ke Rumah Ehsan Bandar Al-Muktafi Billah Shah Dungun, Terengganu was conducted on 8th February 2017 at Rumah Ehsan Bandar Al-Muktafi Billah Shah,

Kelab Akademik which memberships are all the lecturers of UiTMCTKD, normally participated in community service activities with the involvement of some of it members, but none was recorded for year 2017.

Ref : Manual Penasihat Akademik, Various Circulars at the HEA
: RMU, ATP, Fail SKT, Prisma
: Summary Report on Number of Publications produced by Unit Penerbitan (UPENA), PJIA
: HEP- Club/Internal Society Activities
: Laporan Aktiviti Kelab Akademik UiTMCT – 2017

- The Faculty/Campus/Division policy must reflect an equitable distribution of responsibilities among the academic staff.

On the whole, there is an equitable distribution of duties and responsibilities among the academic staff. Knowledge and ability to perform the assigned duties and responsibilities are the two main criteria to be considered by the management/faculty in determining the duties and responsibilities of an individual lecturer apart from teaching. ATP (Amanah Tugas Pensyarah) is 39 hours and KS (Kontek Syarahan) is 18 hours per week, which includes students' consultation.

With the reference to the Pekeliling Akademik UiTM Bil 5 tahun 2017- Pelaksanaan ATP 3.0, the academic staff who have been appointed to be administrators are entitled for some teaching hours reduction. The table below shows the teaching hours for academic administrators.
<table>
<thead>
<tr>
<th>Workload for Academic Administrators</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No</strong></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
</tr>
<tr>
<td>3.</td>
</tr>
<tr>
<td>4.</td>
</tr>
</tbody>
</table>

Information related to the duties and responsibilities of lecturers were recorded in their own personal file/administrative file/faculty file based on letters of appointment, which were issued accordingly for a particular duration as specified.

Ref: Vice Chancellor (Academic) Circular No. 8/2011
: Lecturer’s Timetable: Academic Division
: Pekeliling akademik UiTM Bil 5 tahun 2017- Pelaksanaan ATP 3.0
: 500-UitMTKD (PT.23/4/6) - Coordinator’s Appointment

- Recognition and reward through promotion, salary increment or other remuneration must be based on equitable work distribution and meritorious academic roles using clear and transparent policies and procedures.

The recognition and reward for academic staff will be identified by a review panel, consisting of the TR HEA, KPP, KP and panel in regard with the involvement of lecturers in various activities inside and outside of campus, writing and research. Lecturers’ hard works are recognised in an award namely Anugerah Akademik Negeri (2017) which was formerly known as Majlis Anugerah Kesajaranan (MAK). Since the closing date for nominations is on 31st January 2018, the lists of award receivers are still not determined. In this event, three main categories will be awarded to the nominations which are Anugerah Sarjana Ulung, Anugerah Sarjana Dinamik, and Anugerah Sarjana Harapan. Besides that, there are also nine special awards that will be awarded during the event which are Anugerah Inovasi, Anugerah Penerbitan Makalah Jurnal, Anugerah Pengajaran, Anugerah Penerbitan Buku, Anugerah Penyelidik Terbaik, Anugerah Penulis Terbaik, Anugerah e-Pembelajaran, Anugerah Penyelidik Terbaik, Anugerah Kepakaran dan Perundingan Terbaik.

Besides Anugerah Akademik Negeri, Anugerah Perkhidmatan Cemerlang (APC) is also awarded to the staff for their excellent performance throughout the year. As for the year 2017, 70 staff were awarded with APC. 33 of them were academic staff, while another 37 award receivers were the non-academic staff. These numbers are proportionate considering the total numbers of academic staff to non-academic staff are 400:463.

In terms of promotion in 2017, 55 lecturers were promoted from DM45 to DM52. This is a huge increment compared to 2016 where there were only 7 lecturers were promoted to DM52. However, none was promoted from DM52 to DM54.
The management has always been supportive to the lecturers’ intention in pursuing PhD, should they meet the requirements. Therefore in 2017, one lecturer was offered study leave to pursue their PhD. On the other hand, there was only one lecturer who managed to successfully complete their PhD, while another 5 lecturers have reported to continue duty after the expiration of their study leave. Currently, another 4 lecturers are still on study leave.

Ref: Anugerah Akademik Negeri Secretariat
: Administrative Department
: File 500-Uitm (PT.14/3/1), Administrative Department

<table>
<thead>
<tr>
<th>The Faculty/Campus/Division must have clear policies, criteria and processes in academic appointment and promotion exercise -- for example, that of Professors and Associate Professors -- guided by considerations which are in line with national policy and international best practices.</th>
<th>Lecturers are rewarded for their hard work. For this purpose, the management has set up an Evaluation Committee to evaluate the lecturers’ qualification and contributions for promotion. Current letters/circulars/policies are the main references for this purpose. Qualified lecturers are invited to submit their application for promotion for evaluation purposes, after which the qualified ones would be endorsed and forwarded for further actions. However, for those who still do not meet the requirement, the applicants will be advised to re-submit their applications. Academic staff promotion is based on certain criteria and guidelines as stipulated under Garis Panduan Kenaikan Pangkat Staf Akademik Universiti Teknologi MARA (UiTM) Pindaan 2-2011, which can be obtained from i-Staff Portal. In 2017, 55 lecturers were promoted from DM45 to DM52. However, none was promoted from DM52 to DM54. Other applications for promotion are still at the evaluation stage.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref: File 500-UitmKD (PT.10/1/1), Administrative Department Garis Panduan Kenaikan Pangkat Staf Akademik Universiti Teknologi MARA UiTM) Pindaan 2-2011</td>
<td></td>
</tr>
</tbody>
</table>

### 5.1.2 Enhanced Standards

- The recruitment policy should seek a balance between senior and junior academic staff, between academic and non-academic staff, between academic staff with different approaches to the subject, and between local and international academic staff with multi-disciplinary backgrounds.

The academic as well as non-academic staff are recruited based on the three campuses’ need. In 2017, 6 new academic staff were recruited, which contributed to the total of 420 academic staff that consisted of 400 permanent lecturers and 20 Part Time Full Time lecturers. On the other hand, there were 18 new recruitments for non-academic staff, contributing to a total of 463 non-academic staff for all the three campuses.

A balance between senior and junior academic staff may prove difficult to be achieved as lecturers’ turnover is low. In addition, there was no international academic staff recruited in 2017.

Ref: Buku Maklumat Staf, Administrative Department
• The Faculty/Campus/Division **should** have national and international linkages to provide for the involvement of renowned academics and professionals to enhance its scholarly activities.

National and international linkages are handled by ICAN. In 2017, there was no Letters of Understanding and Letter of Intent newly signed by various organisations. The previous three projects are currently still in process.

• Letter of Understanding:
  ✓ Mushrooms project between Masmed and Enactus – To build cooperation in mushroom cultivation project.
  ✓ Trigona Honey Enactus among Sekolah Pendidikan Khas, Masmed and Enactus - To strengthen the cooperative relationship in entrepreneurial project.

• Letter of Intent:
  ✓ Wind turbine project between the industry and the Faculty of Electrical Engineering – To build an active collaboration through engineering technology transfer and research.

**Ref**: Laporan Akhir Vice-Chancellor Special Project (VCSP)

<table>
<thead>
<tr>
<th>5.2 Service and Development</th>
</tr>
</thead>
</table>

### 5.2.1 Benchmarked Standards

• The Faculty/Campus/Division **must** provide for an effective academic staff development programme.

The management has set a requirement for all academic staff to equip themselves with updated knowledge where they must meet the minimum objective of 42 hours of training in a year. According to the analysis from MKSP report 2017, the programmes set up was closely related to the staff’s need as it helped to increase task management skills, increase knowledge in career and strengthen good attitude as well as self-development.

For example, in 2017, in Dungun Campus alone, 92.7% of the lecturers fulfilled the requirement for the minimum of 42 hours of training, and only a remote of 7.29% failed to achieve the target, which might be due to various reasons, for example being newly registered staff at the end of the year or those newly registered after coming back from study leave. Besides, financial constraint also became a barrier to conduct the training in 2017. Budget cut was felt throughout the whole campus.

In addition, 6 academic staff had undergone for industrial attachment in 2017. This is to enhance knowledge on the current industry practices. The details of the attachments as per below:
<table>
<thead>
<tr>
<th>NO</th>
<th>STAFF NAME</th>
<th>FACULTY/CAMPUS</th>
<th>DURATION</th>
<th>ORGANIZATION’S NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rina Abdullah</td>
<td>Faculty of Electrical Engineering / Dungun</td>
<td>2 Mei – 31 Jul 2017</td>
<td>TELEKOM MALAYSIA BERHAD</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TM Dungun</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Jalan Pak Sabah</td>
</tr>
<tr>
<td>2</td>
<td>Nurul ‘Uyun Ahmad</td>
<td>Faculty of Chemical Engineering / Bukit Besi</td>
<td>1 Jun – 31 Ogos 2017</td>
<td>ARMADA TPCE Sdn. Bhd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Kerteh, Terengganu</td>
</tr>
<tr>
<td>3</td>
<td>Noralisa Ismail</td>
<td>Faculty of Hotel &amp; Tourism Management / Dungun</td>
<td>2 Jun – 1 Sept 2017</td>
<td>KPH TRAVEL SDN BHD</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>D-3A-1, Bangi Gateway Shopping Complex</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Persiaran Pekeliling, Seksyen 15</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>43650 Bandar Baru Bangi</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Selangor Darul Ehsan</td>
</tr>
<tr>
<td>4</td>
<td>Dr Mohd Zamri Jusoh</td>
<td>Faculty of Electrical Engineering / Dungun</td>
<td>10 Sep – 9 Dis 2017</td>
<td>SAA ENGINEERING &amp; MARINE SDN BHD</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Lot 2955, Jalan Kelisa,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Kawasan Perindustrian Cacar Pantai,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>23100 Paka Dungun</td>
</tr>
<tr>
<td>5</td>
<td>Suziyani Rohafauzi</td>
<td>Faculty of Electrical Engineering / Dungun</td>
<td>1 Okt – 31 Dis 2017</td>
<td>MECIP GLOBAL ENGINEERS SDN BHD,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Kerteh</td>
</tr>
<tr>
<td>6</td>
<td>Rosmawati Shafie</td>
<td>Faculty of Electrical Engineering / Dungun</td>
<td>24 Sep – 24 Dis 2017</td>
<td>TENAGA NASIONAL BERHAD (TNB)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cawangan Kuala Terengganu</td>
</tr>
</tbody>
</table>

Ref: e-latihan, MKSP Report 2017
: Training Unit. No. Fail : 100-UiTMKD (PT.14/3/4/1)
The policy on the academic staff must address matters related to service, development and appraisal.

The management has set up policies for the academic staff which related to the service, development and also for the appraisal. Based on the academic circulars, each and every academic staff teaching workload or KS is being determined based on grades. For example DM45/46 lecturer needs to achieve 16 hours of teaching per semester and DM53/54 lecturer is 12 hours. In addition, award like Anugerah Khidmat Setia is awarded to appreciate the loyalty of the academic staff who fulfilled the 20, 25 and 30 years of service.

On the other hand, there are also 42 hours of annual courses required for the academic staff to be fulfilled. These courses help a lot in terms of development and knowledge enhancement of the staff.

Furthermore, the appraisal of the academic staff will be done through the evaluation of LNPT. The LNPT mark is important since a minimum mark of 60% is required for yearly salary increment while those who scored 80% and above are eligible for promotion. A mark of 85% and above is required for excellent award nomination.

Ref: Pekeliling akademik UiTM Bil 5 tahun 2017- Pelaksanaan ATP 3.0, Administrative Department

The Faculty/Campus/Division must provide mentoring and formative guidance for new academic staff as part of its staff development programme.

UiTMCT has provided adequate guidance to its new academic staff. This is implemented through various formative guidance programmes conducted by various departments such as Training Unit and Institute of Leadership and Development (ILD). Such programmes include:

- Taklimat Pembina Negara Bangsa 2017 by Kementerian Pendidikan Tinggi Malaysia Dan Majlis Keselamatan Negara (MKN) Jabatan Perdana Menteri / 30 August 2017
- Forum Transformasi Pendidik Muda Ke Arah Gagasan Negara TN50 / 19 September 2017

Another formative guidance at faculty level related to courses is given by KP with reference to course portfolio. Documents related to courses, assessment and rubrics are also clarified with the help of lecturer in charge (LiC). The guidance provided to the new lecturers has enabled them to prepare various documents for OBE purposes, auditing and other relevant assessments. In addition, there are also programmes which help new lecturers to get exposed to the management and their career path in future such as Bicara Kualiti organized by Unit Kualiti, mentoring program for confirmation and also final examination briefing organized by Examination Unit.

Ref: e-Latihan
- The academic staff **must** be provided with the necessary training, tools and technology for self-learning, access to information and for communication.

  Training Unit & Institute of Leadership and Development (ILD) had played its role excellently by conducting various courses related to teaching and learning, information and communication technology, research and publication etc. The participants consisted of junior and senior lecturers, based on voluntary basis.

  Throughout 2017, a total of 22 courses have been conducted to promote research activities among academic staff. In addition, to enhance the tools and technology used in T&L activities, 23 i-Learn training programmes focusing on Massive Open Online Course (MOOC) were organised by ILD to facilitate and motivate the application of blended learning.

  Ref : e-Latihan

- The Faculty/Campus/Division **must** provide for a suitable environment for the student appraisal of the academic staff.

  SUFO is one of the mechanisms for the students to do appraisal of the academic staff. It is generally unbiased and reliable for assessing students' perceptions towards their lecturers.

  In addition, students can also give feedback regarding the academic staff through various channels such as in the dialogue with Campus Rector, through Academic Advisor, KPP, KP and also suggestion box.

  Ref : MKSP 1/2017, MKSP 2/2017

### 5.2.2 Enhanced Standards

- The Faculty/Campus/Division **should** provide opportunities -- including funding -- for academic staff participation in professional, academic and other relevant activities, national and international. It **should** appraise this participation and demonstrate that it utilises the results of this appraisal for improvement of the student experience.

  All academic staff are given the opportunity to participate in professional, academic and other relevant activities using research grants or campus/faculty allocation. Special interest groups (SIGs) were established at the faculty level to enhance the involvement of academic staff in scholarly activities. In 2017, 14 SIGs had been registered.

  As of December 2017, there were 62 applications to present at seminars/conferences at the international and national level. 26 applications were made through Training Budget, while 36 applications were subjected to other respective research grants. It has been recorded that only four applications were approved by Training Fund for the conference fee payment only and the remaining were approved without any financial assistance. Therefore, the entire fees were self-funded by the applicants themselves.

  On the other hand, students also took active roles in some presentations and participations in various competitions organised to give them better exposure, besides developing their confidence level. In 2017, 132 applications using TAPA (undergraduate level) were granted for academic activities and out
of 132 applications, 10 applications were received to join competitions.

Ref : Training Unit, Minutes of Meeting Training, PJIA/RMU, List of Presentation using Grants 2017, List of TAPA Records, HEA

- The Faculty/Campus/Division should have appropriate provision to allow for advanced enhancement for its academic staff through research leave, sabbatical, and sponsored participation in, and organisation of, conferences.

| 4 |

Generally, the allocation from the campus/faculty/division for organising seminar/conference and research is very limited. Lecturers are encouraged to apply for research grants that cover the allocations for advanced enhancement. However, the Training Unit of UiTMCT also provided some financial assistance to the academic staff who did not manage to secure any research grants. In 2017, only four presentations were funded for the conference fee payment only.

Lecturers are also allowed to take research leave, sabbatical leave or industrial attachment to enhance their knowledge, professionalism and networking. For year 2017, one sabbatical leave was approved and 6 lectures went to industrial attachment.

Ref : Training Unit, Minutes of Meeting for Training 2017
**AREA 6: EDUCATIONAL RESOURCES**

<table>
<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on evidence)</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6.1 Physical Facilities</strong></td>
<td>6.1.1 Benchmarked Standards</td>
<td></td>
</tr>
</tbody>
</table>

- The Faculty/Campus/Division must have sufficient and appropriate resources, including equipments and facilities for training, to ensure effective delivery of the curriculum.

UiTM has consistently worked towards continuous improvements on facilities that give impacts on the quality of teaching and learning, efficient support service and conducive student accommodation. In addition, UiTMCT has been providing sufficient and good physical facilities such as laboratories, workshops, lecture halls, classrooms (including smart classroom) as well as resource centres such as libraries, computer and language laboratories to support students’ training objectives. Each time a new academic programme is planned, all the necessary facilities are prepared and support staff are identified and hired.

All equipment in UiTMCT laboratories is continuously upgraded to meet the requirements of teaching and learning. UiTMCT continuously makes efforts to reach the ratio of computer to student of 1:5 and the ratio of computer to academic staff of 1:1. Currently, the ratio of computer to student and computer to academic staff is 1:6 and 1:1 respectively.

UiTMCT physical facilities and equipment (such as workshops, studios, and laboratories) as well as human resources (like laboratory professionals and technicians) are adequate for most programmes. The followings are the steps taken to ensure the smooth running of all academic programmes:

1. Restructuring of Electrical Engineering Laboratories at Block 13 and Block 14 by changing the current layout and also adding the chemical laboratories as well as work station for students and academic staff.
2. Planning to purchase more equipment for electrical laboratories in Dungun, Chemical and Mechanical Engineering laboratories in UiTMCT Kampus Bukit Besi in line with the positive programmes grow.
3. The BIG DATA LAB has been built in Kampus Kuala Terengganu to enhance the education of system networking and data management.

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<th>3</th>
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UiTMCT provides appropriate resources including equipment and facilities as listed below:

- Electrical and Electronics and, chemical laboratories for Electrical Engineering programmes.
- A training hotel with functioning hotel facilities such as hotel rooms, meeting and conference rooms, kitchens, restaurants and laundry facilities offered by the Faculty of Hotel and Tourism Management.
- Mechanical laboratories that consist of 15 different types of laboratories for Mechanical Engineering programmes, which are available in UiTMCT Kampus Bukit Besi.
- Chemistry and physics laboratories that consist of 7 types of laboratories for Chemical Engineering programmes, which are available in UiTMCT Kampus Bukit Besi.
- Computer laboratories for Computer Science programmes.
- Electrical and Electronics and, chemical laboratories for Electrical Engineering programmes.
- A training hotel with functioning hotel facilities such as hotel rooms, meeting and conference rooms, kitchens, restaurants and laundry facilities offered by Faculty of Hotel and Tourism Management.
- Mechanical laboratories that consist of 15 different types of laboratories for Mechanical Engineering programmes, which are available in UiTMCT Kampus Bukit Besi.
- Chemistry consists of 7 types of laboratories for Chemical Engineering programmes, which are available in UiTMCT Kampus Bukit Besi.
- A smart classroom with appropriate learning equipments such as Televisions, computers and projectors and internet facilities. The layout of the class is designed to be different than normal class so that the learning experience will be more efficient. This type of class will be added more in the future.

- Educational resources, including infrastructure and resources in support of academic staff development programmes, must be distributed according to the educational needs.

The educational resources are distributed and scheduled according to educational needs. MKSP (Mesyuarat Kaji Semula Pengurusan) and Strategic Planning meetings are the media used to identify the distribution of resources and allocation according to the stakeholders’ needs.

To support the development of teaching and learning in UiTMCT, InfoTech has provided 8 computer labs, semi TEC and TEC classes. The LCD system in the classroom is planned to be changed to LED system in the near future. The InfoTech also provide mobile projectors and screen if teaching need to be made outside the classroom. Besides that, InfoTech has also upgraded the wireless connection (WI-FI) by adding 38 streamyx lines in the campus including in residential colleges in order to enhance the educational resources. Qualified human resources are also appointed as to assist the
development of teaching and learning in UiTMCT. The committees established to assist this process include “Pembangunan Individu dan Profesional, Pengajaran dan Pembelajaran, Latihan ICT, Latihan e-Learning, e-Content, MOOC (Massive Open Online Courses) and iLearn”. These committees provide trainings according to current needs, which is also to uphold the Ministry of Education’s recommendations.

Academic staff can apply a grant worth RM 2000.00 to purchase a laptop, desktop, printer, projector or tablet. If the price of the item exceeds the grant amount, academicians need to add their own pocket money to purchase the desired equipment. The application for the grant can be done online. Later, the infotech will assist the applicant on how to select the item from catalogue and procedure to be done to settle the payment.

Feedbacks or complaints received are catered seriously by responsible units in order to provide excellent educational resources in support of academic staff development programmes.

- The physical facilities must comply with the relevant laws, and with health and safety regulations.

The management of UiTMCT facilities is complied with the quality policy and governed by the Universities and University Colleges Act, Occupational Safety and Health Act, Energy Commission Act, Uniform Building By-Laws, Building and Common Property (Maintenance and Management) Act, and Standard Design of University Facilities. The JKKP (Jabatan Keselamatan dan Kesihatan Pekerjaan) regularly performs ad-hoc or periodic checkings to ensure the physical facilities comply with the safety and health regulations.

The Energy Commission has approved Liquified Petroleum Gas (LPG) operational system in the Hotel Kitchen and Bangunan Kreatif. Air compressor and generator-set operations are also approved by the statutory body. Moreover, UiTMCT has obtained Fire Certificate for Hotel and Bangunan Kreatif and a certificate for each fire extinguisher that is available in the campus.

The laboratories in the UiTMCT have also been monitored to maintain the safety standard. For example, by changing the layout of several laboratories, new taggings were made to make users aware of the related risk when they use the facilities. Some equipment is also attached with operation manual to make sure users will handle the equipment correctly and safely.
The library and resource centre must have adequate and current references, qualified staff and other facilities -- including appropriate information and communication technology-mediated reference materials -- to support academic programmes and research activities.

The library facilities are adequate to support our current academic programmes, including the latest and relevant collections of books, media collections, online materials, periodical publications and journals that suit the needs of various levels of programmes offered. A small section in the library has been used as a section to exhibit new collections including books, magazines, as well as media collections and they will be changed and updated monthly in order to disseminate the latest information to the library users. The OPAC system and UiTMCT library website are also used by the users to find the latest collections in the library. A new Web-Base Integrated Library System (WILS) has been activated since 28 February 2017 to replace the old system which is known as the Integrated Library Management Utilities (ILMU) that was used since 2001. This will allow user to have wider and faster access to the library materials. UiTMCT library resources are shared through various mechanisms. The library staff provide users with individual hands-on trainings on how to use the library facilities and conduct tutorial classes based on requests from lecturers or students. They also provide online explanations and guidance to help those in need. The mechanisms that are available to help disseminate the information are through pamphlets, buntings, brochures, emails, the library portal, Ezaccess and I-Learn V3.

Overall, the details mentioned above prove that the facilities provided in UiTMCT are at excellent level.

The Faculty/Campus/Division must provide adequate and suitable facilities to promote research activities.

The PJIA Department is actively involved in conducting research workshops and colloquiums. To promote research activities among our academics, attending research workshop is made compulsory for all new lecturers with less than one year of service. The PJIA also organises journal writing and publication workshops and encourages commercialisation of research products. In addition, UiTMCT started the discussion to organize multidisciplinary conferences such as Terengganu Multidisciplinary International Conference (TeMIC) which starts from 2018 in order to increase the research activities done in UiTMCT.

Under the RMU, there are 64 Special Interest Groups (SIG) registered. The SIG consists of the Science and Technology academicians as well as Social Science academicians. The RMU also invites professional panels to have some sharing sessions and assess the FRGS and RAGS proposals for grant applications.
UiTMCT also allocates one room at ground floor of block 8 for postgraduate students so they can do discussion, meeting or writing works. The room also have a rest area and pantry so the user can have leisure environment.

The effectiveness of the adequate facilities to promote research activities have been proven with the increasing success rate in winning national research grants in recent years such as FRGS and RAGS. Some training programmes have been made to increase the number of applicant in of FRGS grant.

The research activities for postgraduate students and staff becomes more convenient with the implementation of Institutional Repository system which is a centre of digital collections, acts as an open-access repository that collects, preserves and disseminates scholarly output by university members at Universiti Teknologi MARA (journal articles, book chapters, books, conference papers, theses, working papers, technical reports, data and other types of research publications and also unpublished manuscripts and papers). Students and staff can access to their reference material without any restrictions thus making them understands their research topic better.

Ref : 500 UiTMCT KD (PJIA/RMU/23/4/1)
: website library on Institutional Repository (http://ir.uitm.edu.my/)

• The Faculty/Campus/Division must have a policy regarding access to information and external linkages for effective teaching and learning, for example, through the use of the most current electronic devices, library databases, networks and linkages and other effective means of using information and

UiTMCT is committed in providing effective teaching, learning and research activities through online platforms such as iLearn V3, SIMS and Ezaccess for its staff and students to access the subscribed journals and proceedings. Recently, some new online platform has also been introduced such as MOOC for teaching purpose. As for student, they are encouraged to use the latest platform and technology in completing given assessment to support the Industrial Revolution 4.0 (IR 4.0). To support the revolution, a Big Data Lab has been constructed in Kampus Kuala Terengganu in order to exposed student to the new approach in managing a huge database. The Big Data Lab just finishes the construction phase and starts operating in 2018. Every electronic device adheres to the access to the information policy depending on the designations and roles of each individual. Most of the library policies on access to information are parallel with UiTM Shah Alam library policies.
communication technology. **UiTMCT** smart classroom learning approach will be implemented, and training sessions are being held to introduce academic staff to the functionality of the available facilities in the class.

The Web-Based Integrated Library System (WILS) focuses on process owners and the scope of their respective tasks. Policies setting on access permissions are only provided to library staff except the Online Public Access module that is open to all library customers.

### 6.1.2 Enhanced Standards

- The physical learning environment **should** be periodically reviewed to assess its quality and appropriateness for current education and training, and regularly improved through renovations, building new facilities and the acquisition of the latest and appropriate equipment to keep up with the development in educational practices and changes.

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>UiTMCT</strong> periodically reviews the adequacy, currency and quality of the campus educational resources through MKSP, which is conducted twice a year. During this meeting, a report on the current available resources will be tabled and discussions on their improvement will be done. Discussions on the state of the campus educational resources are also held during regular top management meetings and meetings of the IT committee. Various plans have also been strategically developed to improve the campus educational practices in line with the development in the teaching practices. The resources and facilities in all departments and divisions in the campus will also be enhanced. The plans encompass the following:</td>
<td>3</td>
</tr>
<tr>
<td>• To adopt ICT applications that supports the teaching and learning process. • To upgrade ICT support facilities and infrastructures, such as campus networking system and to use single sign in application whereby only one login is needed to access all systems in UiTM University Portal. • To provide sufficient information more efficiently to students and lecturers through effective two-way communication by improving the ratio of computer to lecturers and students.</td>
<td></td>
</tr>
<tr>
<td>A survey on students’ and lecturers’ satisfaction on facilities in UiTMCT known as CERBIS is made available in UiTMCT. This survey is a medium to review and rate the conduciveness of available facilities towards teaching and learning sessions.</td>
<td></td>
</tr>
<tr>
<td>Aspirasi Hall (main hall) is being used for various purpose aside of convocation and exam hall. In December 2017, the hall was closed for about two months for renovation. The renovation covered the repair, replacement and new installation jobs. The ceiling of the hall was repaired and redesigned. In addition, the lighting system was upgraded by replacing the fluorescent light to energy efficient LED Lighting System.</td>
<td></td>
</tr>
</tbody>
</table>
lighting system. As a result, the lumen or lux level was improved compared from previous condition. The stage lighting was also upgraded with LED lighting system for the convocation purposes or any other locations that require bright light. Another major renovation in Aspirasi hall is the installation of the soundproof wall to adsorb the sound wave in order to improve the audience hearing experience. By completing the renovation, the hall can be utilized for conferences, talk, exhibition and other purposes.

In order to manage different building block related to the teaching class, the Jawatankuasa Bilik Kuliah was established. The function of this committee is to monitor the condition of the building and its facilities by delegating the monitoring job to several faculties in UiTMCT. Each faculty will monitor several buildings and report to the board if there is any issue, complain or suggestion regarding the facilities. The table below shows the division of building blocks according to the faculty.

<table>
<thead>
<tr>
<th>Program</th>
<th>Number of Groups x number of codes</th>
<th>Lecture rooms / blocks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Part 1</td>
<td>Part 2</td>
</tr>
<tr>
<td>AC110</td>
<td>18</td>
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<tr>
<td>TOTAL</td>
<td>40</td>
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<tr>
<td>BM114</td>
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<td>BM244</td>
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<tr>
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</tr>
<tr>
<td>EE110</td>
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<tr>
<td>EE111</td>
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</tr>
<tr>
<td>EE112</td>
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</table>
The board started to update the facilities in the lecture room by disposing the unusable chair and desk in block 1 to 14 in Dungun campus (December 2017 – January 2018). Later, on early January of 2018, 500 units of chairs and 50 unit of desk were purchased to replace the old units in block 3, 4, 5 and 7. This enhances the teaching and learning process in the lecture rooms.

Perpustakaan Cendekiawan of UiTMCT has also provided all the facilities to ensure all students and staff especially lecturers, to be updated with the latest information to support and assist them in teaching and learning process.

<table>
<thead>
<tr>
<th>No</th>
<th>Facilities</th>
<th>Services</th>
<th>Evidence</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>WebOPAC Terminal (5 unit PC)</td>
<td>-Books New books received: Jan-Dis 2017 (Kampus Dungun): 473 titles 753 scripts</td>
<td>Statistic Monthly File 100-UiTMKD(PP/PT/22/3) JLD.9 WebOPAC <a href="http://opac.library.uitm.edu.my/opac/browse/browse.html">http://opac.library.uitm.edu.my/opac/browse/browse.html</a></td>
<td>The overall collection of books until Jan-Dis 2017 (Kampus Dungun): 88,827 titles 123,659 scripts</td>
</tr>
</tbody>
</table>
## 2. Information Services Counter

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing of Controlled Collection</td>
<td>Total number received: Jan-Dis 2017: Yearly report: 60 scripts</td>
<td></td>
</tr>
<tr>
<td>Buku Rekod Penerimaan Bahan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buku Rekod Penerimaan Projek Pelajar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buku Rekod Penerimaan Tesis Dan Laporan Penyelidikan Pensyarah</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall collection until Jan-Dis 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly report: 202 scripts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seminar: 1,258 scripts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thesis: 155 scripts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Project: 1,152 scripts</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 3. Information Services Counter

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation and Reference Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buku Log Statistik Khidmat Nasihat dan Rujukan at Information Services Counter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>User(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>73</td>
</tr>
<tr>
<td>Feb</td>
<td>31</td>
</tr>
<tr>
<td>Mac</td>
<td>34</td>
</tr>
<tr>
<td>April</td>
<td>47</td>
</tr>
<tr>
<td>May</td>
<td>27</td>
</tr>
<tr>
<td>June</td>
<td>30</td>
</tr>
<tr>
<td>July</td>
<td>35</td>
</tr>
<tr>
<td>August</td>
<td>24</td>
</tr>
<tr>
<td>Sept</td>
<td>45</td>
</tr>
<tr>
<td>Oct</td>
<td>69</td>
</tr>
<tr>
<td>Nov</td>
<td>74</td>
</tr>
<tr>
<td>Dec</td>
<td>41</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>530</strong></td>
</tr>
</tbody>
</table>

*The statistic of Consultation and Reference Service for Jan-Dec 2017.*

## 3. Magazine Section

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed journal and serial publication</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A total number of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fail Langganan &amp; Bayaran Jurnal Bercetak</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local :600-UiTMKD(PRPUJP/6/8/4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of collection of printed journal for Jan-Dec 2017</td>
<td>4 titles</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td></td>
<td>subscribed journal and serial publication for Jan-Dis 2016: 6 titles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• International: 600-UitmKd(PRP/UJpD/6/8/5)</td>
</tr>
<tr>
<td>4.</td>
<td>News Section</td>
<td>7 different local newspapers (daily)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fail Langganan &amp; Bayaran Akhbar: 600-UitmKd(PRP/UJpD/6/8/13)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Subscribed Newspapers: - UM - Sinar - BH - Kosmo - NST - The Star - HM</td>
</tr>
<tr>
<td>5.</td>
<td>Computer Lab (40 units of PC) and Wireless and WiFi availability</td>
<td>- 44 online databases (journal, newspaper, 'stock exchange data')</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Institutional Repositories - can be used to access WebOPAC, database and online collection subscribed by Perpustakaan UiTMCT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- EzAccess: <a href="http://ezaccess.library.uitm.edu.my">http://ezaccess.library.uitm.edu.my</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>UiTM Institutional repository: <a href="http://ir.uitm.edu.my/">http://ir.uitm.edu.my/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Expansion of subscription from Perpustakaan Tun Abdul Razak(Utama) UiTM Shah Alam</td>
</tr>
<tr>
<td>6.</td>
<td>Inter Library Loan (ILL) / Pinjaman Antara Perpustakaan (PAP)</td>
<td>Provide books, journal articles etc, loan services from all university libraries in Malaysia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fail Pinjaman Antara Perpustakaan 600-UitmKd(PRP/UpppK/6/4/4)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mailing Address: Unit Perkhidmatan Pelanggan &amp; Pengurusan Koleksi, For Jan-Dis 2017, a total number of 5 PAP applications had been received. 4 out of 5 had been successfully granted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PerpustakaanCendekiawan, UiTM Terengganu Kampus Dungun Sura Hujung 23000 Dungun Terengganu Tel: (+609)-8400183 Fax: (+609)-8400199</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>7. Mobile Bookdrop</td>
<td>Special boxes are placed at several places outside of library for the returning book purpose.</td>
<td>Location: - PJIA - HEA Rekod Kutipan Buku at Mobile Bookdrop is placed at the main counter of Perpustakaan Cendekiawan The total collection for Jan-Dis 2017 was 217 scripts.</td>
</tr>
<tr>
<td>8. Mobile Library (Program Perpustakan Bergerak)</td>
<td>Loan book is done outside of the library Target: UiTM Staff (Terengganu)</td>
<td>Aktiviti Perpustakaan 600-UiTMKD (PRP/PT/6/1) Practised since November 2012 Frequency: 3 times a year <strong>Sarjana (HEA)</strong> (3 to 5 April 2017) Loan: 77 titles (book) <strong>Hotel UiTMCT</strong> (3 to 5 October 2017) Loan: 23 titles (book) <strong>Intelek</strong> (3 to 5 December 2017) loan: 37 titles (book)</td>
</tr>
<tr>
<td>Month</td>
<td>Number of students</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>206</td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>55</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>July</td>
<td>351</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>482</td>
<td></td>
</tr>
<tr>
<td>Sept</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>149</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1408</td>
<td></td>
</tr>
</tbody>
</table>

Every six months’ evaluation.
A total number of 1408 students had attended information Skill Class which was organized by the librarians.

Reference: “The Statistic of Program Pendidikan Pengguna for Jan-Dec 2017.”

The report of Penilaian Objektif Kualiti Bahagian Perpustakaan volume 2:
At least, 85% users is satisfied with the Program Pendidikan Pengguna which attended in that year.
Students and faculty should be provided with adequate and continual support to learn how to utilise new equipments and to access information in the various and ever changing mediums and formats.

UiTMCT students and faculty are provided with opportunities to learn various and the latest methods to access information through training and user education activities provided by the responsible units. Manuals and standard of procedure are provided for any new equipment or system introduced in the campus. Trainings by the vendor also play important roles to ensure the equipment purchased is handled with appropriate ways and manners.

UiTMCT library continuously offers users individual hands-on trainings on how to fully utilise the library facilities and conduct tutorial classes based on requests from lecturers or students. The mechanisms that are available to help disseminate the information are through pamphlets, buntings, brochures, emails and the library portal.

The access to the research or learning material is improved via the introduction of new library system which is Web-based Integrated Library System (WILS) that was started in April 2017. This 'web based' database center is on PTAR UiTM Shah Alam. This project innovation is an initiative from the Perancangan Strategik Perpustakaan UiTM (2016-2020).

The Perpustakaan Cendekiawan UiTMCT also introduces new web based system which is aimed to improve their service to the users. The Perpustakan Tunku Abdul Rahman (PTAR) Knowledge Portal is developed as an information-preparation platform that is available from anywhere, at anytime and also by anyone. The Dashboard Executive Information System (EIS) was developed as a monitoring system to ensure that each target design and Library KPI was achieved. In addition, EIS also serves as the main storage statistical information throughout the UiTM Library centrally. This is to ensure that the library management is able to access library's strategic information quickly and accurately. Ptar Mobile App is also created by the library as a library service channel through gadgets such as cell phones, tabs and so on to meet the needs of blended learning - (Anywhere, Anytime, Anyone).

The implementation of open access learning such as MOOC in UiTMCT is increasing each year. Many academic staff are encouraged to prepare their learning notes and material in MOOC. By using MOOC, student will experience a new learning environment of web based education. They will have a wider access to the reference as well as modern teaching material such as videos or web pages. Some of the MOOC made by academic staff have different approaches in delivering lectures, quizzes and tutorials compare to the classroom oriented approaches.
- The facilities **should** be user friendly to those with special needs.

In UiTMCT Kampus Dungun, only facilities on the ground level are user-friendly to those with special needs. In UiTM Kampus Bukit Besi, most academic buildings are designed to be user-friendly to special need persons with wheelchair, in which the path for them is built from the ground to the higher levels (ramp). In order to prepare the facilities, continuous test observation is made to the students and staff. For staff that have physical problem, their office room is located at ground level (block 2) that has easy access to other facilities.

### 6.2 Research and Development

#### 6.2.1 Benchmarked Standards

- The Faculty/Campus/Division **must** have a policy and planning that identifies the priorities, facilities and development in research and commercialisation.

The department that is in charge of Research and Commercialization in UiTMCT is Research, Industry Linkages & Alumni Department or “Penyelidikan, Jaringan, Industri & Alumni” (PJIA). Besides managing and consulting researches, the PJIA is also responsible for the intellectual property protection and commercialization. The division for commercialisation and research comprises ICAN (Industry, Community & Alumni Network) and RMU (Research Management Unit) respectively.


Scopes that are related to research and development are:

- To become the centre of information for UiTMCT and industries.
- To coordinate link between UiTMCT and industries in terms of researches, commercialisations and consultations.
- To provide a platform for staff and students to participate in any competition.
Policies that have been identified as priorities in researches are:

- All new lecturers must publish at least one research paper as one of the requirements for their post confirmation.
- Every lecturer has to publish at a minimum of two publications every year to meet the KPI needs for Teaching & Learning (P&P) Track. Ref: Pekelliling Timbalan Naib Canselor (Penyelidikan dan Inovasi) Bilangan 03 Tahun 2017
- The policy on plagiarism is stated in Plagiarism Manual, which is disseminated by RMI Shah Alam to all Heads of Department. The use of Turnitin system is compulsorily applied to all written courseworks.

Research Review Committee (RRC) has been established to oversee the implementation of researches in UiTMCT to:

- Review and ensure all research studies are conducted with due ethical considerations.
- Ensure the conduct of research projects complies with international requirements with respect to ethical issues.
- Establish and practise good ethics for human researches.

Lecturers are encouraged to have their own special interest group (SIG) to carry out researches and register their group with the PJIA. Currently, there are 86 groups which have registered under the PJIA with 9 groups of new registrations in 2017. The PJIA also provides suitable courses to assist SIG groups in their researches.

Ref: http://pjiauitmt.blogspot.my/p/blog-page.html
   : http://aplikasi.uitm.edu.my/Portal_I
   : 600-Uitmkd (PJIA/RMU/5/0) - GARIS PANDUAN PENYELIDIKAN
   : 500-Uitmkd(PJIA/RMU/23/4/3)-PENILAIAN KELULUSAN DAN KECEMERLANGAN
   (PERINGKAT KAMPUS)
   : 500-Uitmkd (PJIA/RMU/23/4/1) - PELANTIKAN RMU
The Faculty/Campus/Division **must** facilitate and provide incentives for the academic staff and the departments to conduct research.

UiTMCT facilitates academic staff to conduct research and encourage the staff to apply for research grants such as RMU had organized a program namely “A Day with Public-Private Research Network (PPRN) and Business Operators” to invite lecturers to participate as researchers to get PPRN grant. Other approaches taken to enhance research capabilities and encourage more research activities are:

- Organising writing and publication workshops to encourage publication in high impact journals, and also as reviewers:
  - Bengkel How To Become A Professional Reviewer and Journal Editor organized by UPENA
  - Bengkel Scientific Journal Publication organized by UPENA

- Organising series of research workshops to encourage and give exposure to lecturers on managing the research and consultancy, and also how to get internal and external funding/research grant:
  - Bengkel Penyediaan Kertas Cadangan Penyelidikan Newton-Ungku Omar Fund Dan Crest R&D Grant organized by RMU
  - Bengkel Research for Academician (Senior & Junior) organized by RMU
  - Bengkel Research Leadership (Exploring Consultancy In Social Science And Science Technology) organized by RMU
Table 6.2.1(a) shows the comparison funded grants achieved by UiTMCT lecturers in 2016 and 2017.

<table>
<thead>
<tr>
<th>REGISTERED PROJECT / RESEARCH</th>
<th>Amount funded and number of grants in 2017</th>
<th>Amount funded and number of grants in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultations</td>
<td>12 RM57,086</td>
<td>7 RM76,583.4</td>
</tr>
<tr>
<td>PRGS</td>
<td>1 RM106,000</td>
<td></td>
</tr>
<tr>
<td>FRGS</td>
<td>2 RM116,872</td>
<td>1 ST RM88,050</td>
</tr>
<tr>
<td>RAGS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KTP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UCTC</td>
<td>1 RM50,000</td>
<td></td>
</tr>
<tr>
<td>External grants (Collaborations with MAIDAM/UNISZA/IDAMAN/GUM ARABIC/other universities)</td>
<td>3 (industries) RM83,300</td>
<td>3 70,200</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Geran Dana Kecemerlangan SIG</td>
<td></td>
<td>15 (75,000)</td>
</tr>
<tr>
<td>Unfunded research</td>
<td>75</td>
<td>2</td>
</tr>
<tr>
<td>ARAS</td>
<td>25 RM240,000</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>RM460,698</td>
<td>RM599,833.4</td>
</tr>
</tbody>
</table>

Ref: 100-UiTMKD (PJIA.1/1/1) Jld.2
Minit Mesyuarat PPSM (Latihan Staf)
: 500-UiTMKD (PJIA/RMU/16/2/3) - KURSUS/BENGKEL PENYELIDIKAN
Minit Mesyuarat PPSM (Latihan Staf)
: 600-UiTMKD (PJIA/RMU/5/2) - KELULUSAN PENYELIDIKAN LAIN-LAIN GERAN
: 600-UiTMKD (PJIA/RMU/5/2/1) - KELULUSAN PENYELIDIKAN DANA KECEMERLANGAN/SIG
: 600-UiTMKD (PJIA/RMU/5/2/3) - KELULUSAN PENYELIDIKAN DANA FRGS/ERGS
: 600-UiTMKD (PJIA/RMU/5/2/5) - KELULUSAN GERAN DAN PEMBUDAYAAN PENYELIDIKAN
- The interaction between research and education **must** be reflected in the curriculum, inform current teaching, and encourage and prepare students for engagement in research, scholarship and development.

<table>
<thead>
<tr>
<th>(RAGS)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The lecturers incorporate findings of their researches into their teaching.</td>
<td></td>
</tr>
<tr>
<td>- Lecturers with expertise in their research field share their knowledge through supervision of final year students. They also oversee their students in writing for publications.</td>
<td></td>
</tr>
<tr>
<td>- They become advisors in students’ clubs such as Kelab Robotic, KOSISWA, MASMED, Kelab MyAgrosis and many more. These types of clubs require lecturers to have research knowledge in those areas.</td>
<td></td>
</tr>
<tr>
<td>Curriculums of some courses incorporate research elements in order to create awareness and culture of research.</td>
<td></td>
</tr>
<tr>
<td>- Under social science cluster, students are encouraged to take project-based papers that require them to prepare a dissertation. They are trained on analytical thinking, testing, sampling and other processes related to research. For example, final year students of Bachelor in Business Administration (Honours) in Operations Management are required to conduct a research or project paper to fulfil certain subject requirements such as MGT648 (Research Methodology), and OPM672 while MGT646 (Quantitative Research Method) and FIN672 for final year students of Bachelor in Business Administration (Honours) in Finance. For this purpose, students have to prepare a dissertation and present their theses in ensuring no plagiarism involved.</td>
<td></td>
</tr>
<tr>
<td>- Under science and technology cluster, diploma students are compulsory to take final year project subject. This subject contains research elements where the students have to conduct research. Some of the students, for instance, Electrical Engineering students who register for EEE358 and EEE368 courses are also required to produce a product or prototype to fulfil the requirement of certain courses.</td>
<td></td>
</tr>
<tr>
<td>- For diploma ENT300 (Fundamental of Entrepreneurship) course requires student to do research on local industry while for bachelor degree, the course is ENT530 (Principle of Entrepreneurship).</td>
<td></td>
</tr>
<tr>
<td>- FKM, FKK and FKE have implemented the CDIO (Conceive, Design, Implement and Operation) approach in the classroom. In the CDIO approach, the students will be indirectly involved in a research where they have to solve a problem statement given by the lecturer. It allows the lesson to be more on hands-on method with the students being more critical, which then reflects the objectives of the curriculum.</td>
<td></td>
</tr>
</tbody>
</table>
Activities that encourage and prepare students for engagement in research, scholarship and development are as follows:

Research Assistants or remunerator are hired to assist research projects.

- Research Workshop for final year degree students.
- Students’ final year project exhibition to create prospects for product commercialisation and research exposure.
- Students’ theses, paper presentation in Local/National Conference with close supervisions from supervisors.
- Students’ participation in conferences, exhibitions and competitions are reported in Laporan PAKAR 2017.

Ref: Laporan PAKAR 2017
Course information ENT300, ENT530, MGT648,MGT646, OPM672, FIN672, EEE358 and EEE368
: Laporan PAKAR 2017
: 500- UiTMKD (PT.16/2/1/1) MEMBENTANG KERTAS KERJA DALAM DAN LUAR NEGARA

### 6.2.2 Enhanced Standards

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>There should</strong> be a link between research, development and commercialisation.</td>
<td>There are numerous numbers of research publication papers by lecturers in UiTMCT that attracted industrial/NGO/government/individual to find solution for their problems.</td>
</tr>
<tr>
<td>There are three (3) proposals consisted 15 lecturers for bidding in Public-Private Research Network (PPRN) in 2017. One of the proposals has been approved in March 2018 and two proposals are pending.</td>
<td>There were four (4) commercialisations in 2017 by UiTMCT.</td>
</tr>
<tr>
<td>Burung walit</td>
<td>Lobster</td>
</tr>
<tr>
<td>Madu kelulut</td>
<td>Oyster mushroom</td>
</tr>
</tbody>
</table>
“Madu kelulut’ becomes the highest demands and thus UiTMCT is currently developing the laboratory of ‘Madu kelulut’.

Ref : Fail Siswaniaga Masmed/100-UitmKD(PJIA.Siswaniaga.1/1/3/3)
:Burung Walit (100-UitmKD(PJIA.MASMED1/1/3)
:Madu Kelulut (100-UitmKD(PJI.MASMED/1/1/4)

Products-based research from students and lecturers have been sent for international and national competitions and conferences as reported in Laporan PAKAR 2017 such as:

- i-TeLearn
- eCondev
- ICON 2017
- SIIDE 2017 competition in Melaka

- The Faculty/Campus/Division should periodically review research resources and facilities and take appropriate action to enhance its research capabilities and to keep up with latest technology.

UiTMCT has set strategic directions and action plans in research, innovation, development and commercialisation, which are consistent with UiTMCT strategic planning. The PJIA continuously sets annual targets for research and strives to achieve these goals. Data are regularly presented at MKSP (twice a year) to allow additional comments and inputs from the senior management team.

Below are some actions taken to ensure UiTMCT is abreast with the latest technology in enhancing research capabilities:

- InfoTech (IT Department) equips the organisation with updated facilities for staff and students to ease the learning and teaching process. The internet speed using metro Ethernet is also increased and thus, enables lecturers to conduct research and enhance their research capabilities.
- The rented PCs policy is gradually ended and is replaced with RM2000 computer grant for purchasing the laptop/desktop. Ref: Pekeliling Naib Canselor Bilangan 02 Tahun 2014
- iNed prepared a room for econtent development.

The Perpustakaan Cendekiawan UiTMCT also introduces new web based system which is aimed to improve their service to the users. The PTAR Knowledge Portal is developed as an information-preparation platform that is available from anywhere, at anytime and also by anyone.
The Dashboard Executive Information System (EIS) was developed as a monitoring system to ensure that each target design and Library KPI is achieved. In addition, EIS also serves as the main storage for statistical information throughout the UiTM Library centrally. This is to ensure that the library management is able to access library’s strategic information quickly and accurately. PTAR Mobile App was also created by the library as a library service channel through gadgets such as cell phones, tabs and so on to meet the needs of blended learning - (Anywhere, Anytime, Anyone).

- The Faculty/Campus/Division **should** provide incentives, including funding, to academic staff to engage in publication, including in reputable refereed journals.

<table>
<thead>
<tr>
<th>6.3 Educational Expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6.3.1 Benchmarked Standards</strong></td>
</tr>
</tbody>
</table>

- The Faculty/Campus/Division **must** have a policy on the use of educational expertise in planning educational programmes and in the development of new teaching and assessment methods.

<p>| |</p>
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<tbody>
<tr>
<td><strong>2</strong></td>
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</tbody>
</table>

UITMCT does not provide monetary incentives to support publications. Some of the publications are self-funded and funded by research grant. UPENA also informed all UiTMCT users through email as an acknowledgement for any lecturers that had succeeded publishing their papers in high impact journals and conferences such as in ISI or SCOPUS publications.

In future, UPENA plans to give an appreciation certificate for publications and also develops the online system for reviewers.

In general, the planning of educational programmes and the development of new teaching and assessment methods in UiTMCT adhere to the guidelines by The Deputy Vice Chancellor for Academic and International Affairs of UiTM, which is responsible for ensuring all processes, procedures and mechanisms used are in line with the Ministry of Higher Education’s (MOHE) and Malaysian Qualification Agency’s (MQA) requirements.

At the campus stage, KPP (Ketua Pusat Pengajian) have their own committee to help plan the educational programmes. However the Resource Person (RP) is appointed based on their experience in teaching the courses and will be responsible to develop any new teaching and assessment method. RP appointment is based on Minit Mesyuarat Senat & academic circulars which Pengurus Utama (PU) has the authority to appoint the RP among experienced lecturers at PU campus.
For planning educational programmes and implementing new teaching and assessment methods, a program called Training of Trainers (TOT) is created to pursue the aims. TOT is executed for the new subjects, student assessment review and ICGPA assessment. For the record, ICGPA assessment is only being executed for FPHP. The implementations for other faculties are still being put under planning of Pembangunan Akademik Dan Hal Ehwal Kurikulum (PAHEK).

For curriculum review, UiTM has been practicing the method of every 3 year review for Diploma course and 4 to 5 year review for Degree level. The review session is conducted by the authorized panels chosen by HEA.

For Diploma in Hygiene, the assessment methods conducted by the program consist of both formative and summative modes of assessments. Each assessment method whether on paper or by observation could involve tasks such as problem based learning, case study and laboratory skills.

In UiTMCT, RPs are appointed among FSKM, FKK, FKM and FPHP lecturers for CS110, EH110, HM110 programmes and some courses for EM110.

Ref : Document FAIL DIPLOMA PENGURUSAN HOTEL (HM110) for Faculty of Hotel & Tourism Management (FPHP)
: Document FAIL LANTIKAN RP CS110 for Faculty of Computer & Mathematical Sciences (FSKM)
: Document FAIL PENGURUSAN EH110 for Faculty of Chemical Engineering (FKK)
: Document BIDANG TEKNOLOGI MARIN 100-UITMBB(FKM.600.3/1/5) (FKM)
: Appointment letter of RP for Faculty of Chemical Engineering (FKK), Faculty of Hotel & Tourism Management (FPHP), Faculty of Computer & Mathematical Sciences (FSKM) & Faculty of Mechanical Engineering (FKM)
: Minit Mesyuarat Senat & Pekeliling Akademik
### 6.3.2 Enhanced Standards

- **The Faculty/Campus/Division should** have access to educational experts whose expertise can be utilised for staff development and educational research in the various disciplines.

<table>
<thead>
<tr>
<th>3</th>
<th>UiTMCT has the access to educational experts whose expertise can be utilised for the staff development and educational research in various disciplines.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>The Pusat Pengajian Siswazah (PPS) has created a database that contains a list of all PhD holders in UiTMCT. This will allow the users to have access to the desired experts in all areas.</td>
</tr>
<tr>
<td>3</td>
<td>In order to maintain the reliability of e-pembelajaran (MOOC, iLearn v3, e-content, open learning etc.) in UiTMCT, the Person In Charge (PIC) was divided based on campuses. The PIC for Dungun campus is represented by Puan Yau’Mee Hayati Mohamed Yusof, For Bukit Besi campus is represented by Encik Abdul Rahim Bahari and for Kuala Terengganu campus is represented by Puan Siti Salbiah Hamzah.</td>
</tr>
<tr>
<td>3</td>
<td>To fulfill the requirement of constructing a degree program for FKE, the faculty is required to have at least two (2) lecturers who have a professional engineer certification, Ir which is awarded by Board of Engineer Malaysia (BEM). Hence, recently KP of FKE, Ir Dr Zulzilawati Jusoh has been granted the certification successfully.</td>
</tr>
<tr>
<td>3</td>
<td>Whilst Dr Ermeey Abdul Kadir, an FKE lecturer who is an expert of energy harvesting has led a solar project named Solar NET-Energy Metering Project which is believed will bring many advantages to the UiTMCT.</td>
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<tr>
<td>3</td>
<td>In Computer Science Department, the following process have been practised to appoint a Resource Person (RP):</td>
</tr>
<tr>
<td>3</td>
<td>- All RPs are appointed by the Dean of FSKM at Shah Alam</td>
</tr>
<tr>
<td>3</td>
<td>- Appointed letter is issued by PU and signed by Rector (as Head of Responsibility Centres (PTJ))</td>
</tr>
<tr>
<td>3</td>
<td>- Subject codes that have an RP include CSC159, CSC238, ITT300 and CSC397/CSC399</td>
</tr>
</tbody>
</table>

Ref: Course File for CSC159, CSC238, ITT300 and CSC397/CSC399, Minit Mesyuarat Senat & Pekeliling Akademik
In the Hotel and Tourism Management Department, the following process have been practised to appoint a Resource Person (RP):

- All RPs are appointed by the KPP of FPHP who is the head of the programme.
- Appointed letter is issued by PU and signed by Rector (as Head of Responsibility Centres (PTJ))
- RPs are chosen according to the instructions and circular issued by Curriculum Affairs Unit (UHEK)
- The subject code that has an RP is HM110

In the Chemical Engineering Department, the following process have been used to appoint a Resource Person (RP):

- Appointed letter is issued by campus main manager (PU) and signed by Rector (as Head of Responsibility Centres (PTJ))
- RPs are chosen according to the instructions and circular issued by Curriculum Affairs Unit (UHEK)
- The subject code that has an RP is EH110 (dah check dengan Cik Norkamruzita KPP Kampus BB)

In the Mechanical Engineering Department, the following process have been practised to appoint a Resource Person (RP):

- All RPs are appointed by the Dean of FKM at Shah Alam
- Appointed letter is issued and signed by the Dean of FKM
- Subject codes that have an RP include MES374, MES311 & MES362

Ref: Course File: HTM130, HTH161, HTH138, HTH238, HTH237, HTH272, HTH223, HTH226, HTH200, HTH250, HTM260, HTH303 and HTH366, Minit Mesyuarat Senat & Pekeliling Akademik
- Course File for CHE246, CHE231, CHE143, CHE364, CHE142, CHE239, CHE353, CHE244, CHE227, CHE241, CHE121, CHE327, CHE329, CHE243, CHE111, CHE135, CHE323, CHE321, CHE332,
- Minit Mesyuarat Senat & Pekeliling Akademik
- Course File for MES374, MES311 and MES362, Minit Mesyuarat Senat & Pekeliling Akademik
6.4 Educational Exchanges

6.4.1 Benchmarked Standards

- The Faculty/Campus/Division must have a policy on exchanges of students, academic staff and educational resources, and disseminate it to students and faculty.

UiTMCT has been collaborating and cooperating with other providers for exchanges of students, staff and resources, in compliance with the UiTMCT policy.

The campus makes substantial efforts in creating linkages with various industries. This is done in accordance with UiTM vision of producing globally competitive graduates. In almost all programmes offered in UiTMCT, students are required to undergo industrial trainings in order to gain industrial exposures and further enhance their knowledge in their areas of studies such as Small Medium Enterprise (SME) Internship Program.

UiTMCT has several MoUs with Governmental Organisations, Non-Governmental Organisations, Higher Learning Institutions, both public and private sectors, as well as companies to accommodate the needs for academics and non-academic activities. These include various MoUs with School of Science and Technology, Gunma University, Japan, Universiti Sumatera Utara, Indonesia, Rajamangala University of Technology, Rattanakosin, Thailand (RMUTR) and Karaganda Economic University, Republic of Kazakhstan (KEUK). Other than that is collaboration with Tunas Mekar and SME Bank. One of the benefits of having these MoUs is to enhance cooperation in the field of academic and social between the two institutions at the international level.

From 27 July 2017 to 9 August 2017, four UiTMCT students from Faculty of Computer Science and Mathematics (FSKM) went to Gui Yang, Gui Zhou district (South West of People’s Republic of China) under Summer Camp Programme 2017 that was fully sponsored by Institut Kong Zi, Universiti Malaya (KZIUM).

From 14 October to 21 October 2017, ten UiTMCT students from four different faculties (Electrical Engineering, Mechanical Engineering, Chemical Engineering and Computer Science and Mathematics) went to Gunma University, Japan under Sakura Science Project 2017 co-organized by Office of International Affair (OIA) and Gunma University, whom had put an effort to get sponsorship from Japan Science and Technology Agency.

From 15 May 2017 – 15 Jun 2017, ten UiTMCT students from Faculty of Electrical Engineering and Mechanical Engineering also went to Gunma University, Japan for having Ramadhan experience abroad under Gunma Ramadhan Experience (GRE) Programme which the fee & accommodation are
Between 23 November 2016 and 31 January 2017, there were four UiTMCT students, one from Hotel and Tourism and three from Business and Management, who are involved in student exchanges programme at Karaganda Economic University, Republic of Kazakhstan in the field of Hotel and Tourism and Finance. The objectives of this exchange are to increase the international mobility of students as well as to expose them to the culture and way of life abroad.

The lecturers are also encouraged to undergo industrial attachments which involved six lecturers from Faculty of Electrical Engineering (Rina Abdullah, Dr. Mohd Zamri Jusoh, Suziyani Rohafauzi and Rosmawatie Shafie), Chemical Engineering (Nurul ‘Uyun Ahmad) and Hotel and Tourism (Noralisa Ismail). This is to enable the lecturers to gain experience and knowledge on current industrial practices, thus ensuring the knowledge that is disseminated to students are up to date and relevant to their future working environment.

Ref: Fail Gunma University at OIA  
: Fail University of economic Karaganda at OIA

### 6.4.2 Enhanced Standards

The campus strives to strengthen our international collaborative activities by organizing extra international conferences and seminars, inviting more international adjunct professors to give talks and lectures, initiating more research collaborations with international institutions and arranging more academic site visits to international universities and industries.

UiTMCT now is looking to have new MoUs with international institutions. Currently, UiTMCT has worked on a new MoU with University Technology Brunei and one of universities in India. Additionally, UiTMCT had also sent a Letter of Intent to Stellcon Energy Sdn.Bhd to collaborate with them on the Wind Turbine Project, which can give benefits for both parties and for the upcoming grand Solar NET-Energy Metering Project, it is still under progress for collaboration with famous company in industrial.

Ref: Fail Umum OIA  
: Fail MoU at PJiA

|   |   |
The Faculty/Campus/Division should provide appropriate facilities and adequate financial allocation for exchanges of academic staff, students, and resources.

Apart from teaching responsibility, academic staff are given the opportunity to conduct academic research using existing research grants or self-funding. For this reason workshops/courses are organised at campus level to facilitate new proposal preparation for the relevant research grants. As of December 2017, 8 new research grants were awarded comprising of 1 grant from PRGS (RM106,000), 2 grants from FRGS (RM116,872) and 5 grants from Geran Penyelidikan Luar (RM188,740) with a total value RM411,612. There were also 75 self-funded research registered with the RMU. The numbers of research grant were decreased from last year where in 2016, 29 research grant were awarded. Academic staff were also actively involved in consultancy project. As of 31 December 2017, 12 new consultancy projects were registered with a total value of RM57,086. This shows increment from 2016 where 7 consultancy projects were registered.

The students are also given financial supports to execute activities such as going for field trips and join the Invention, Innovation and Design (IID) Competition. They can get their financial aids from “Tabung Amanah Pembangunan Akademik (TAPA)” and Dana Kecemerlangan UiTM for cross-border collaborative arrangements like student exchanges, research programmes and internships.

Ten students had been provided financial supports by TAPA UiTMCT for Sakura Science Project 2017 worth RM10,000.00 and sponsored by Japan Science and Technology Agency itself worth ¥1,292,940 = RM46,280.29.

The ten students who are involved in Gunma Ramadhan Experience (GRE) Programme also had been provided financial supports by TAPA UiTMCT worth RM10,000.00 and free lodging estimated cost worth RM2,200.00.

While, UiTMCT had provided financial supports (TAPA) for Summer Camp Programme 2017 to four students worth RM5,000.00 and inland full sponsorship by Institut Kong Zi, Universiti Malaya (KZIUM) worth RM7,000.00.

Ref: Fail University of economic Karaganda at OIA : RMU File
### 6.5 Financial Allocation

#### 6.5.1 Benchmarked Standards

- **The Faculty/Campus/Division must** have budgetary and procurement procedures to ensure that its resources are sufficient and that it is capable of utilizing its finances efficiently and responsibly to achieve its objectives and maintain high standards of quality.

The campus has budgetary and procurement procedures in ensuring its resources are sufficient and capable of utilizing its finances efficiently. All procurements for the annual purchase plan comes from every departments in UiTMCT.

UiTMCT bursary had prepared three analyses in preparing the annual distribution financial for the whole UiTMCT campuses. Those analyses are:

- Laporan Prestasi Belanjawan
- Kelulusan Viremen Khas
- Laporan Perbelanjaan Tahunan

Ref: Laporan Pakar Bendahari 2017

- **The Faculty/Campus/Division must** have a clear line of responsibility and authority for budgeting and resource allocation that takes into account the specific needs of each department.

The campus has a clear line of responsibility and authority for budgeting and resource allocations that take into account the specific needs of each department. In 2017, UiTM Shah Alam bursary allocated RM 19.5 millions for the whole UiTMCT expenses. RM 17 million is used for the whole UiTMCT administrative expenses and RM 2.5 million is allocated for the students. Any programs that involving students will use the allocated money. Part of the budget of RM 19.5 million, a total of RM 2 million was allocated to the FPHP and RM 150,000 was allocated for of the FKE.

UiTM Shah Alam bursary also allocate RM 3 million to Kuala Terengganu campus and RM 3.8 million to Bukit Besi campus for the purpose of managing the campuses.

In 2017 UiTMCT also spent RM 10.16 million for the UiTM utilities, staff medical, lab and equipment, gasses and petrol, books and for training/courses.

Ref: Dokumen Peruntukan Mengurus UiTMCT (Bendahari)
The Faculty/Campus/Division must have a written and well-disseminated policy on tuition fees, refunds and other related payments. It is compulsory for our students to pay tuition fees. Students who fail to do so within two weeks upon registration will be deregistered. Students are also allowed to appeal for reduction or exemption of tuition fees.

- New students who have paid their tuition fees but have not registered and wish to withdraw from UiTM can get 100% refund of their tuition fees.
- Existing students who have paid their tuition fees through PTPTN but then apply for special leave or withdrawal from UiTM before lecture sessions begin and get approval from UiTM will be allowed to get 100% refund of their tuition fees.
- Post graduate students who apply for special leave or withdrawal from UiTM within 28 days upon the registration date are eligible for refund of 80% of their tuition fees.

All payments can be viewed by logging in to https://myfinancial.uitm.edu.my/new/. For the UiTM staff they can view the UiTM myFinancial website to check any claim or payment made. The system is also linked to the UiTM email system to notify the staff that their payments have been made. The students can view their fees or payments through Info Bayaran in Student portal. The vendors and contractors can also view their payment under Info Bayaran once they login into myFinancial portal.


6.5.2 Enhanced Standards

- Those responsible for an academic programme should be given sufficient autonomy to appropriately allocate resources to achieve the programme objectives and to maintain high

In year 2017 UITMCT had allocated RM2 million to the FPHP and RM150,000 to the FKE. The money is used to pay for the lecturers’ claim, the part time full time (PTFT) lecturer payment and also for the part time lecture. But for the FPHP the sum allocated is higher due to the purchasing of the raw material for the UiTMCT hotel. For other faculties all of their claims will be directly from the administrative budget.

To maintain high educational standard, FKE has supported the students and staff to participate in international competition. In year 2017, 14 students from FKE joined the ICON2017. FKE had
approved RM1525.00 for the students’ registration fee for ICON 2017 competition. Some of FKE lecturers also participated in the E-Condev and the I-TeLearn competition. FKE also approved the use of RM1500 as a participant fee for both competitions.

FPHP also supported their staff and students to take part in some of international events such as:

<table>
<thead>
<tr>
<th>Competition</th>
<th>RM</th>
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<tbody>
<tr>
<td>1 Halal Chef Challenge, (Pihec) Penang International Halal Expo Conference 2017, Spice Arena, Pulau Pinang</td>
<td>RM 15,040</td>
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<tr>
<td>2 Culinaire Malaysia 2017, Kuala Lumpur Convention center, In Conjunction With FHM 2017</td>
<td>RM 21,144</td>
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<tr>
<td>3 Kyp- Asian Culinary Challenge, 2017</td>
<td>RM 8148,00</td>
</tr>
</tbody>
</table>

All of the participant fees were approved by the FPHP.

Ref : Dokumen Peruntukan Mengurus UiTMCT
      : 500 UiTMKD(PT.16/2/3)
## AREA 7: PROGRAMME MONITORING AND REVIEW

<table>
<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on Ref)</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>7.1 Mechanisms for Programme Monitoring and Review</strong></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td><strong>7.1.1 Benchmarked Standards</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● The Faculty/Campus/Division <strong>must</strong> have a policy on the reviewing, monitoring and evaluation of all programmes offered that utilises proper mechanisms and resources, including benchmark data, teaching-learning methods and technologies, administration and related educational services, as well as feedback from principal stakeholders.</td>
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<tr>
<td>UiTMCT is the PU campus for four programmes: Diploma in Computer Science (CS110), Diploma in Hotel Management (HM110), Diploma in Chemical Engineering (EH110), and Bachelor in Computational Mathematics (CS247). In reviewing, monitoring and evaluating these programmes, the following mechanisms and policies are followed:</td>
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<tr>
<td>● MOHE</td>
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<td>● Guidelines for the writing of Academic Programmes</td>
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<tr>
<td>● Guidelines and Standard guides for MQA programmes (<a href="http://www.mqa.gov.my/eng/garispanduanENG.cfm">http://www.mqa.gov.my/eng/garispanduanENG.cfm</a>)</td>
<td></td>
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<tr>
<td>● MQA Programme accreditation practice code – Standard Programme (Computing)</td>
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<tr>
<td>● Internal Audit Findings</td>
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<tr>
<td>● External Review Reports</td>
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<td></td>
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<tr>
<td>● OBE-SCL implementation and assessment</td>
<td></td>
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<tr>
<td>● Manual for iCGPA</td>
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<tr>
<td>The iCGPA is a holistic mechanism for students’ academic assessment that will enable future employers to make clear judgement and decisions on hiring graduates based on their true ability, knowledge, skills and attitude. In this assessment, the attainment of the students' program learning outcomes (PLOs) is done based on the eight stipulated domains (Knowledge; Practical Skills; Social Skills and Responsibilities; Values, Attitudes and Professionalism; Communication, Leadership and Team Skills; Problem Solving and Scientific Skills; Information Management and Lifelong Learning Skills; and Managerial and Entrepreneurial Skills). Through iCGPA, a student’s academic assessment performance for each semester is presented through a spider web graph.</td>
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<tr>
<td>The last curriculum review for HM110 was conducted in year 2017 and was endorsed by Jawatankuasa Induk Kurikulum Universiti (JKIKU) on 21st November 2017. The faculty will commence</td>
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</tbody>
</table>
its new programme structure, namely Work Based Learning (WBL), with 2 years University and 2 years Industrial attachment (2u2i) on March 2018, and it will be incorporated together with the current structure of the iCGPA system. The last programme structure reviewed for HM110 required all courses to be completed within 5 semesters, during which time, students will undergo industrial attachment during the last semester. However, improvements have been made in the latest curriculum reviewed for HM110, by which, through 2u2i program structure, students are offered only 1.5 years learning at the university and 1 year professional exposure in the industry. Justification for Curriculum Review made includes:

• To meet the requirements of the Outcome Based Education (OBE) and Integrated Cumulative Grade Point Average (iCGPA) within each course offered, in accordance with the requirements of the Malaysian Qualifications Agency (MQA) and the Ministry of Higher Education (MOHE).
• The existing curriculum structure has been used for almost 3 years. Therefore, improvements on the program structure content was deemed desirable and in line with the current employment needs, by applying 2u2i program structure.
• Implementation of the Harvard Outcome Domain (HOD) components in 14 selected courses contents.
• Implementation of Sustainable Development Goals (SDG) in 14 course contents.
• Application of The Fourth Industrial Revolution (4IR) in 2 courses' contents.
• Hotel development expansion and expectation needs that subscribed to achieving the government’s target to produce 35% proficient workforce in the hospitality field.

The curriculum review for CS110 began in 2016 and was targeted to be endorsed and ready to be implemented by September 2018. In August 2017, UiTM was selected as one of the Premier Digital Tech Universities (PDTUs) with the announcement of being one of the Malaysia Digital Technology Institutions of Higher Learning. As a result, CS110 programme had been identified to collaborate with Malaysian Digital Economy Corporation (MDEC) under the Digital Expert Panel (DXP). The following workshops were conducted by the faculty in UiTMCT Kuala Terengganu Campus for the reviewing purpose:

• The iCGPA Document Review Workshop (Bengkel Penyemakan Dokumen iCGPA) CS110; 9 March 2017
• CS110 Study Plan refining Workshop (Bengkel Pemurnian Pelan Pengajian CS110); 5 - 9 November 2017
Furthermore, the Curriculum Design Committee (CDC) also attended various meetings and workshops organized by the faculty, university as well as MDEC as listed below:

- Implementation and Assessment Programme for iCGPA, FSKM – 1st Interactive session (*Program Pelaksanaan dan Pentaksiran iCGPA FSKM Secara Interaktif Sesi I*); 1 - 2 March 2017
- Implementation and Assessment Programme for iCGPA, FSKM – 2nd Interactive session (*Program Pelaksanaan dan Pentaksiran iCGPA FSKM Secara Interaktif Sesi II*); 3 - 5 July 2017
- FSKM Curriculum Committee Meeting (*Mesyuarat JK Kurikulum FSKM*); 8 December 2017
- Digital Expert Panel Meeting (*Mesyuarat Digital Panel Expert*); 13 December 2017

From the FSKM Curriculum Committee Meeting (*Mesyuarat JK Kurikulum FSKM*), the new curriculum has been endorsed by the faculty with minor corrections and forwarded to the Digital Expert Panel Meeting (*Mesyuarat Digital Panel Expert*) to be endorsed by MDEC. The reviewed curriculum will then be presented at the JAN meeting in February 2018. It is expected that by September 2018, the revised curriculum will be fully endorsed.

The latest curriculum review for EH110 was conducted in September 2017, incorporating the iCGPA system. It is now at the final stage of documentation before being presented at the Faculty Academic Committee (*Jawatankuasa Akademik Fakulti* (JAF) meeting. The syllabus is targeted to be endorsed and ready to be implemented by September 2018. Hence, the current curriculum endorsed by MKU on 30 July 2015 is still in use. The following workshops were conducted at UiTMCT Kampus Bukit Besi for the reviewing purpose:

- iCGPA Workshop (*Bengkel iCGPA*); 27 February 2017
- Workshop to review the Diploma in Chemical Engineering Curriculum as well incorporating the iCGPA Curriculum – Phases 1,2,3 (*Bengkel Semakan Kurikulum Diploma Kejuruteraan Kimia & Pemakaian Kurikulum iCGPA Fasa 1, 2 & 3*); 21 - 23 March 2017; 2 - 4 May 2017; 7 - 9 May 2017; 14 - 16 May 2017
- Documentation Workshop for Reviewing the Diploma in Chemical Engineering Programme (*Bengkel Dokumentasi Semakan Kurikulum Program Diploma Kejuruteraan Kimia*); 5 – 7 September 2017

The element of CDIO (Conceive, Design, Implement and Operate) which are complementary to the existing method of OBE is still maintained in the syllabus.
The current curriculum review for CS247 has started in 2017 and is targeted to be endorsed and ready to be implemented by September 2018. A few workshops were conducted by the faculty in UiTMCT Kampus Kuala Terengganu for the reviewing purpose. These include:

- **Bengkel PLO-PEO Mapping; 17 & 28 August 2017**
- **Bengkel Semakan Kurikulum OBE & iCGPA; 26 - 27 February 2018**

The programme remains to keeps abreast with the current technology trends including IoT (Internet of Things) and Smart Home Tech; augmented reality (AR) and virtual reality (VR) technology; machine learning; automation; big data; Physical-Digital Integrations; and everything on demand. These technologies are crucially needed to lead a super-smart society (Society 5.0).

| There **must** be a programme review committee for each department headed by a designated coordinator. | A Curriculum Design Committee (CDC) was formed prior to the process of proposing a new Curriculum Review. Curriculum Design sessions with various personnel from other academic institutions and representatives from relevant industries were later conducted, and all committee formed accordingly were formally appointed with clearly defined authority and responsibilities.

For the HM110 programme, the CDC was headed by the Dean of the Faculty of Hotel and Tourism Management, including faculty members of two campuses (Dungun and Puncak Alam). The CDC was formed with formal appointments commencing 1\(^{st}\) October 2016 and ending 31\(^{st}\) September 2018.

For CS110, the CDC was headed by the Head of the Study Centre for the Faculty of Computer and Mathematical Sciences. The Curriculum and Audit Committee (**Jawatankuasa Kurikulum & Audit**) for the Diploma in Computer Science (**Program Diploma Sains Komputer**) was formed with the appointments of the committee from 1\(^{st}\) January 2017 to 31\(^{st}\) December 2018. This committee focuses on the programme review with the help of the Programme Curriculum Reviewing Committee (**Jawatankuasa Semakan Kurikulum Program**) which consists of a Resource Person from various branches.

For EH110, the CDC was headed by the Dean of the Faculty of Chemical Engineering and includes all Resource Persons of two campuses (Bukit Besi and Pasir Gudang).

For CS247, **Jawatankuasa Program CS247** was formed on January 2017 by the faculty at Shah Alam. It is headed by the Head of the Study Centre for the Faculty of Computer and Mathematical Sciences and assisted by fellow academic staff from UiTMCT Kampus Kuala Terengganu only. |
The responsibilities of this committee include:
- Preparing a working paper for the programme review.
- Providing justifications for a review of the programme.
- Reviewing the contents of the courses.
- Coming up with the proposal for new courses.
- Working on the structure of the reviewed curriculum.
- Gathering feedbacks and conducting surveys of the reviewed programme.
- Conducting audits.

For CS110, the committee will also be responsible to prepare programme monitoring reports for submission to MDEC.

All the records of the meetings were well documented (refer to the Heads of Study Centre for Faculty of Hotel & Tourism Management, Faculty of Computer & Mathematical Sciences and Faculty of Chemical Engineering).

Ref: Proposal paper for the Academic Review of the HM110 programme (Kertas Cadangan Semakan Kurikulum Program Akademik HM110); January 2017.
: Presentation and Approval for the HM110 Programme by the Faculty Academic Committee (Pembentangan Program HM110 dan Kelulusan Jawatankuasa Akademik Fakulti) (JAF); 12 May 2017.
: Presentation and Approval for the HM110 Programme by the State Academic Committee (Pembentangan Program HM110 dan Kelulusan Jawatankuasa Akademik Negeri) (JAN); 5 September 2017.
: Issuance of appointment letters by Curriculum and Audit Committee for the CS110 programme (Surat iantikan Jawatankuasa Kurikulum & Audit Program CS110).
: Proposal for Reviewing the Academic Curriculum of CS110 (Kertas Cadangan Semakan Kurikulum Program Akademik CS110); 2018.
: Proposal for Reviewing the Academic Curriculum of EH110 (Kertas Cadangan Semakan Kurikulum Program Akademik EH110); 2017.
: Proposal for Reviewing the Academic Curriculum of CS247 (Kertas Cadangan Semakan Kurikulum Program Akademik CS247); 2017.
: Internal Audit CS247 MQA-02 (Programme Information & Self-Review Report), 8 November 2017
- In collaborative arrangements, the partners involved **must** share the responsibility of programme monitoring and review.

There exists a collaborative arrangement between the faculty and the relevant partners. This includes curriculum review panel experts, comprising of appointed Visiting Professors, professional industry players, other academic institutions (both IPTA and IPTS), alumni members for all PU programmes and internship employers.

For HM110, professional industry players were called for a meeting with CDC on 16 Mac 2017 for a review on the direction and effectiveness of the existing curriculum. Besides that, alumni feedback was also referred to identify responses regarding the importance of existing courses in this program and suggestions for improvements based on assessment and experience as former students. The departments’ representatives also conducted a roundtable discussion session that involved representatives from local Public and Private Academic Institutions to get feedback on the programme needs. Feedback relating to internship employers’ observation and expectations towards HM110 interns were obtained through employers’ assessment.

For CS110, the faculty collaborated with MDEC under the DXP. MDEC initiated meetings with industry experts and will continue monitoring CS110 programme under the supervision of Encik Nik Naharudin bin Mohd Nasir, the Head of IHLS Development, MDEC Talent and Digital Entrepreneurship.

For EH110, professional industry players and alumni feedback was also referred to, to identify responses regarding the importance of existing courses in this program and suggestions for improvements based on assessment and experience as previous students. Feedbacks relating to internship employers’ observation and expectations towards EH110 interns were obtained through employers’ assessment.

For CS247, various collaborative arrangements were completed with the involvement of alumni representatives, internship employers, academic staff from other IPTA, academic advisor and industrial external expert. Various forms of feedbacks towards redesigning the programme were gathered including the use of self-reported questionnaire distributed to alumni, standardized industrial training form prepared by the faculty for the industrial training employers, self-structured questionnaire to IPTA academic staff, check-ups of intern during internship period by the academic advisor as well as market survey by industrial external expertise.
| The areas of concern and ways to improve programmes as identified by the Faculty/Campus/Division self-review processes must be brought to the attention of the highest management level to ensure further appropriate measures. | The areas of concern and ways to improve programmes were brought to the attention of the highest management through:

- The use of monitoring mechanism for OBE-SCL implementation such as CDL and CQI reports. All programmes must submit their CDL and CQI reports to the OBE committee every semester. The final finding was brought to the highest management’s attention and presented at:
  - MKSP (MKSP Bil 1/2017, MKSP Bil 2/2017)
  - Senate Meeting by UHEK

However, CS110 reports are compiled only for UiTMCT, and the rest of the participating eight branches are yet to be monitored. This is also the case for servicing codes under CS110 at other branches.

- For HM110 (3 branches), EH110 (3 branches) and CS247 (3 branches), the Final Examination Reports are presented at JAN and MKSP Meetings. As for CS110, only the Final Examination Reports for UiTMCT were presented. The other eight branches (CS110) had their reports presented at their respective branches.
- iCGPA for HM110 was reported and presented to JAN and JAF. However, the current curriculum for CS110, EH110, and CS247 does not use the iCGPA programme structure yet.

Among the concerns that were addressed to the highest management level are:

- Course component for the programme in question – structure of the programme
- Total credit hours of the programme
- Competence skills required by the industry
- Employability of graduates
- Graduating on time (GOT)
- *Anugerah Kualiti Naib Canselor* (AKNC)
- Standardization of course assessments especially for non-final examination courses

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| Student performance and progression must be analysed to ascertain the achievement of the learning outcomes of each programme. | Students’ performance and progress were constantly analysed through:

- **Outcome Based Education-Student Centered Learning (OBE-SCL) implementation**
  The use of the monitoring mechanism for OBE-SCL implementation, which incorporates constructive alignment between the three (3) main components i.e., CLOs, teaching and learning, and assessment, is established through a mechanism called Closing the Loop (CDL). | 3 |
OBE-SCL implementation. Assessment of OBE-CDL and Continuous Quality Improvement (CQI) reports were conducted twice a year for every semester involving both Pengurus Utama (PU) and Pelaksana Program (PP) for HM110 and EH110. However, for CS110 and CS247, only UiTMCT is being monitored. The contents of the report consist of course GPA, Exit/Entrance feedback, SUFO feedback, CO-PO-LO-KI alignment, and OBE-SCL implementation.

- **The Graduate Tracer Studies (Kajian Pengesanan Graduan)**
  This is conducted online for all four (4) programmes and is made compulsory for each graduate student to provide an input prior to their convocation. The data analysed were reported at Presentation of Graduate’s Marketability survey findings (Mesyuarat Pembentangan Kajian Kebolehpasaran Graduan), UiTM Shah Alam, as well as presented at Academic Meetings.

- **icGPA Report**
  For HM110, mapping Programme Learning Outcomes (PLO) for all courses in all programmes shows the weight given to each PLO, and further explains the field focus or study discipline of each program.

- **Industrial Training Feedback**
  Feedbacks from internship employers were analysed and reported by all four (4) programmes to MKSP, but presently from UiTMCT interns only.

- **Industrial Training Visits**
  For CS247, feedbacks obtained from academic advisor from UiTMCT via industrial training visit were used to measure students and achievement that is deemed useful in designing the new curriculum.

- **CDIO (Conceive, Design, Implement and Operate)**
  For EH110, the student’s performance and progression were analysed using the element of CDIO. The approach helped to systematically facilitate students-centred learning in order to enhance, embed and monitor all skills required by the engineering students. Students’ knowledge and skills which are directly stated in the CDIO syllabus were then assessed to be aligned with the OBE, to emphasize on the three (3) taxonomy domains - Cognitive, Psychomotor and Affective.

### 7.1.2 Enhanced Standards

- **Student performance and progression analysis should** be utilised to provide feedback to committees responsible for student selection, curriculum planning and student counselling.

- **Student Selection**
  - For HM110, EH110 and CS247, there were no changes made in admission requirements in 2017.
  - For CS110, the students’ admission requirements have been revised to allow more qualified candidates to apply for the programme. The revision involves the change from having 2 credits of the following subjects; Additional Mathematics/ Physics/ Chemistry/ Biology/ Additional Science/ Science/ Information & Communication Technology/ Fundamental of Programming/ Programming and Development Tools to having just 1
credit out of the list.

- **Curriculum planning**
  - Numerous students’ performance and progress analysis have been completed to provide information and constructive feedbacks to CDC for curriculum review purposes.

The analysis conducted for all programme curriculum review used information obtained from:

- OBE-CDL and CQI analysis
- Programme Entrance-Exit Survey analysis (HM110, EH110 and CS247)
- Curriculum Review Analysis
- Alumni Analysis
- Academic Advisors Feedback Analysis
- Graduate Tracer Studies
- Industrial Training visits and/or evaluations by employers or the organization’s supervisors
- Popularity Statistics of CS110 Programme from 2013-2017 (UiTM internal application and UPU application)

For CS110, high failure rate courses such as CSC248 and ITT300 are being revised where the syllabus contents are reduced.

While for CS247, the current curriculum reviewed proposed to decrease the total credit hours from 123 hours to 120 hours only.

- **Student Counselling**
  - Each semester, reports obtained from Final Examination results for all programmes are continuously used for student counselling activities led by the respective Academic Advisors. The focus is on students with low academic performance (P1, P2 and SML status).

: Presentation for Faculty Academic Committee (Jawatankuasa Akademik Fakulti) (JAF) on 26 June 2013 and approval by the University Curriculum Council (Majlis Kurikulum Universiti)(MKU) on 30 October 2013.
: Popularity statistics for the Diploma in Computer Science Programme (Statistik Populariti Program Diploma Sains Komputer dari tahun) from 2013 to 2017
: CS110 Graduates’ status when attending the convocation according to campus (Status Graduan CS110 Semasa Konvokesyen Mengikut Kampus) 2016 – 2017
## 7.2 Involvement of Stakeholders

### 7.2.1 Benchmarked Standards

- The evaluation and review of programmes **must** involve the relevant stakeholders.

To review programme objectives and outcomes, all programmes have taken into account performance, assessment processes, reviews and comments from external examiners and panels of industrial advisors. The process involved periodical meetings and reviewing/examining feedbacks from all appointed panels.

#### HM110

**IPTS:**
- Prof. Madya Arfah Kassim; Dean of School of Hospitality and Creativity Arts, Management & Science University (MSU)

**INDUSTRY:**
- En. Mohd Ghazali Sayed Ibrahim; General Manager of Grand Bluewave Hotel (Shah Alam)
- En. Sharezal Abdul Wahid; Concierge Director of the Majestic Hotel (Kuala Lumpur)
- En. Huza Radzi; Main Consultant of HuzaRadzi Consultant (Kuala Lumpur)

The above expert panels were appointed to review HM110 programme objectives and outcomes that had been planned out by CDC. The process involved periodical meetings and reviewing/examining feedbacks from the panel of industrial advisors to CDC of the Faculty of Hotel and Tourism Management. Remarks gathered include performance, assessment processes as well as reviews and comments from external examiners and the panel of industrial advisors.

#### CS110

**INDUSTRY:**
- En Rizwal Zakaria; Manager, Data Cloud MDEC
- Mr Duncan Lee; Manufacturing IT Principal Engineer, INTEL
- Mr Chai Zhi Yuan; Vice President, Tecforte

For CS110, evaluations and reviews from the industry panel were initiated by MDEC at their headquarters on 13th December 2017. The following is a list of academicians’ from IPTA/IPTS who were invited to join an expert panel for a March 2018 review:
|**IPTA:** |  
|---|---|
| • Prof Mustafa Mat Deris; Universiti Tun Hussein Onn Malaysia (UTHM)  
• Prof Siti Mariam Shamsuddin; Universiti Teknologi Malaysia (UTM)  
• Prof Abdul Hanan Abdullah; Universiti Teknologi Malaysia (UTM) |  

|**EH110** |  
|---|---|

|**IPTA/IPTS:** |  
|---|---|
| • Panel reviewer not been appointed. |  

|**INDUSTRY:** |  
|---|---|
| • Ammar Shamsuddin; Process Engineer, Petronas Gas Berhad  
• Nor Hasridah Hassan; Advanced Process Control Engineer, Petronas Gas Berhad  
• Ir. Nik Mohd Sapawi Nik Salleh; Manager, Processwell Engineering Sdn. Bhd. |  

However, EH110 is still waiting for confirmation from panel members listed above to be involved in the curriculum review.

|**CS247** |  
|---|---|

|**IPTA** |  
|---|---|
| • Profesor Dr. Jamaludin Md. Ali, Pusat Pengajian Sains Matematik, Universiti Sains Malaysia (Minden, Pulau Pinang)  
• Profesor Dr. Maslina Darus, Pusat Pengajian Sains dan Matematik Fakulti Sains dan Teknologi, Universiti Kebangsaan Malaysia (Bangi, Selangor) |  

|**INDUSTRY:** |  
|---|---|
| • Encik Aminuddin Shuib, Kedah Bioresources Corporation Sdn. Bhd. (KBIOCORP), (Kulim Hi-Tech, Kedah) |  

### 7.2.2 Enhanced Standards

- Stakeholder feedback -- particularly that of the alumni and employers -- **should** be incorporated into a programme review exercise.

In the process of enhancing the standard of the reviewed programmes, many efforts have been initiated and undertaken by the CDCs of the programmes. In addition to the application of OBE-SCL as the central foundation of designing a new curriculum, the CDCs of the programmes have also carried out a detailed and critical review of the Graduate Tracer Studies.
**Feedbacks from the alumni:**

The feedback from alumni and opinions from the experts are important to ensure competitiveness of the curriculum that fits the market’s needs.

For HM110, the majority of the respondents were students who had graduated more than a year ago and are currently working in various disciplines. To get feedbacks, a self-reported questionnaire was distributed to probe the alumni’s feedbacks toward redesigning this programme.

For CS110, feedback from alumni members will be conducted in January 2018.

For EH110, Alumni members are invited to give talks to the students and they often contribute to the development of the program by revealing the current practice of the profession. Apart from that, the Alumni also provide places for industrial attachment as well as sponsorship for students’ programs.

For CS247, there was little references that the programme review exercise incorporates stakeholder feedback from the alumni.

**Feedback from employers:**

The purpose is to strengthen students’ professionalism by providing hands-on experience in the industry. This is sought to be achieved through expertise exposure in the related field and the ability to apply various skills in producing products and services via sophisticated and up-to-date equipment available in the industry. Hence, to achieve such professional exposure, it was suggested to send the students at the same organization to facilitate the assessment of the students in semester 4 and 5 (HM110), semester 5 (CS110), semester 6 (EH110) and semester 7 (CS247).

All programme review exercise also incorporates stakeholder feedbacks from the industry especially feedbacks received from Industrial Training evaluations.

**Round table discussion with experts:**

For HM110, there are two main objectives of roundtable discussion with the experts. This includes:

- To review the existing academic programme offered by the faculty at various levels by analysing its viability in both current and future context, and proposing necessary amendments for programme improvement.
- To align the academic programme to be offered, is in accordance to MOHE requirements and standards.
Prior to meet these critical objectives, the discussion revolved around two (2) agendas, specifically:

- Introduction of existing academic programme offered by the Department of Hotel Management at various levels (Diploma, Bachelor Degree and Post-Graduate).
- Discussion of the entire programme structure and components (programme and learning outcomes, duration of programme and assessment measures).

- For a professional programme, the Faculty/Campus/Division **should** engage the relevant professional bodies and associations in its programme evaluation exercise.

Despite the fact that there is no professional programme that exists in UiTMCT, the professional bodies and associations have always been engaged by the faculties, indirectly through MQA, during assessment for programme approval and accreditation, before any relevant programme could be approved or accredited.

For HM110, a few lecturers have been involved with professional bodies from related fields including Malaysian Food & Beverage Executive Associations (MFBEA) and Malaysia Association of Hotel (MAH).

For EH110, a few lecturers has joined the membership of professional bodies such as Board of Engineers Malaysia (BEM), The Institution of Engineers Malaysia (IEM), The Institution of Chemical Engineers Malaysia (IChemE), and Malaysian Board of Technologist (MBOT).

For CS110, program reviews incorporated computing standards, for example, the Association of Computing Machinery (ACM) and IS standards as well as the latest addition, which is the MBOT.

As for CS247, currently there is no engagement with relevant professional bodies.

Through lecturers’ engagement with these professional bodies, CDCs were able to obtain feedbacks regarding the current syllabus and new academic curriculum review through informal periodical meetings.
## AREA 8: LEADERSHIP, GOVERNANCE AND ADMINISTRATION

<table>
<thead>
<tr>
<th>Quality Criteria and Standards</th>
<th>Review: Evaluate, judge, conclude, continuous quality improvement (based on Ref)</th>
<th>Rating</th>
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<tbody>
<tr>
<td><strong>8.1 Governance</strong></td>
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### 8.1.1 Benchmarked Standards

- **The policies and practices of the Faculty/Campus/Division must** be consistent with its statement of purpose.

  Lembaga Pengarah Universiti (LPU), Vice-Chancellor, Senate and JawatanKuasa Eksekutif (JKE) as well as government policies are responsible for the policies and practices on students’ intake, staff recruitment, procurement and budgeting in all departments. The main roles of the top management involve planning, monitoring, decision making and executing the decisions of the Lembaga Pengarah University (LPU) in order to achieve the university’s goal in line with UiTM’s missions and visions.

  The subjects that are regularly reported in the Lembaga Pengarah University (LPU), Senate and Jawatankuasa Eksekutif (JKE) meetings are the status and issues on enrolment, intake, graduates and employability of the students. General policies and practices on students’ intake, staff recruitment, procurement and budgeting for UiTMCT are based on the policies of the university and the projected number of students.

  Ref: File JKE UiTMCT

- **The Faculty/Campus/Division must** clarify its governance structures and functions, and the relationships within them, and these must be communicated to parties’ involved based on principles of transparency, accountability and authority.

  In order to enhance the efficiency of the administration, UiTMCT was awarded autonomy on 12th February 2011 by the Minister of Higher Education. This autonomy covers the four main areas which are:

  - Institutional Administration
  - Academic and Student Affairs
  - Financial Administration and Income Generation
  - Human Resources Management and Development

  Due to the autonomy given, a two-tier governance has been applied in UiTMCT where the Rector governs at the highest level. His main duties are to:

  - deliver the latest information from the main campus in Shah Alam through circulars, meeting, emails etc
  - execute comprehensive command on education, instruction, staff trainings, financial management, administration, staff and student welfare and disciplinary matters in UiTMCT
  - manage public relations with the industrial sectors and community.
  - oversee the administration and management of UiTMCT
  - sign all sealed documents of UiTMCT
  - direct and control head of departments/units
  - identify qualified candidates to be taken as staff at UiTMCT

  4
The Rector is assisted by the second tier management which consists of three Deputy Rectors (Academic Affairs, Student Affairs and Research & Industrial Linkages and Alumni), Deputy Registrar, Deputy Bursar, Deputy Chief Librarian and Senior Engineer. Concurrently, Kuala Terengganu and Bukit Besi Campuses which are also under the UiTMCT administration are headed by Assistant Rectors. The main duties of the Deputy Rectors (Academic Affairs, Student Affairs and Research & Industrial Linkages and Alumni) are stated in the Quality Manual of UiTMCT.

They execute the general policies endorsed by the top management, where the detailed functions and resources are managed precisely by the head of departments. The duties of all other head of departments are also stated in the Quality Manual. These head of departments convene meet monthly in JKE meeting to ensure smooth operations through effective communication. These structures and functions are made known through circulars, websites, e-mails, meetings and notice boards. The governance ensures the consistency and efficiency in the implementation of the overall process.

In order to ensure accountability, the management of UiTMCT has implemented several mechanisms such as welcoming visitors from the top management of UiTM and external parties and preparing a visitor book to ensure all information are properly listed as well as ensuring that the internal audit is held twice a year and imposing disciplinary actions on students who violate Act 174.

In terms of transparency, all the activities and related news regarding UiTMCT are reported and monitored by the responsible committees.

Ref: Organizational Chart

The scope of policy making has been extended due to the autonomy given by the Minister of Higher Education in 2011.

The processes which are managed by UiTMCT due to the autonomy given include:
- administration management (financial administration, vehicle procurement)
- staff management (recruitment, confirmation, young lecturer scheme, asset declaration, panel clinic)
| ● academic affairs management (records, convocation, new program)  
● student affairs management (welfare and students’ development) |
|---|
| Effective communication in the management system between the top management, head of departments and all staff is well practiced in UiTMCT whereby it can be proven by the minutes of meeting at the campus and those meetings are attended by the Rector and Heads of Departments.  
Ref: Academic Meeting 1/2017 & 2/2017  
: MKSP 1/2017 & MKSP 2/2017 |
| ● Mechanisms to ensure functional integration and comparability of educational quality must be established in Faculty/Campus/Divisions which have geographically separated campuses. |
| UiTMCT has three separate campuses which are in Dungun, Bukit Besi and Kuala Terengganu. These campuses are under the UiTMCT administration where the top management team operates from Dungun Campus. The campuses in Kuala Terengganu and Bukit Besi are headed by an Assistant Rector who is part of the top management team of UiTMCT. Joint academic meeting is conducted at least once per semester for intra UiTMCT networking.  
Due to identical administration, both campuses implement the same standards such as the ISO standards and Malaysian Qualification Framework (MQF) as well as internal and external audit systems. The administration system of UiTM applies the same structure as other campuses for inter UiTM campuses networking. Joint committee on final exam paper vetting and Outcome Based Education (OBE) syllabus development are the best examples in explaining the standardization process between different campuses from the academic perspectives. This ensures that functional integration and comparability of education quality meet the standards within UiTM system and are consistent with the university’s goals.  
Ref: https://terengganu.uitm.edu.my/v2/?t=123  
: https://terengganu.uitm.edu.my/ktganuv2/  
: https://bukitbesi.uitm.edu.my/ |
| The Faculty/Campus/Division must have a department or unit dedicated to, and responsible for, the internal quality assurance system. |
| The academic quality assurance system in UiTMCT is under PAHEK and Unit Kualiti( UK).  
The main functions of PAHEK are:  
● Planning and Monitoring of Academic Staff and Development  
● Curriculum Affairs (helping faculty to monitor and develop curriculum such as new programme development, curriculum review, programme accreditation, OBE-SCL, iCGPA). |
UK carries out two main functions for Academic Quality Assurance (AQA) and Malaysian Qualification Agency (MQA). This unit is accountable for the academic quality management, in terms of auditing and the process of external reviewing. An official guideline on the practices has been printed and standardized among the campuses in order to ensure consistent implementation. Apart from that, UK also complies with the entire MQA requirements for the accreditation and audit processes. Institute of Quality and Knowledge Advancement (InQKA) which is located in the main campus monitors all the functions closely.

Ref: PAHEK, Academic Affairs UiTMCT
: Unit Kualiti UiTMCT

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<th>8.1.2 Enhanced Standards</th>
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<td><strong>● The Faculty/Campus/Division must encourage connectivity of its staff and students with the local community around it, including through cultural, social and community service activities.</strong></td>
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UiTMCT has encouraged the connectivity of its staff and students with the local surrounding community and industry through a variety of programs including cultural, social and community services such as:

- International Innovation and Design Competition & Conference 2017 (ICON) at Pusat Sains dan kreativiti Terengganu (PSKT);
- EPIC 2017
- Hosfest 2017
- Ekspo Selangkah ke UiTM Terengganu 2017
- Istiadat Konvokesyen UiTM ke-86
- Sifar Keciciran Ke Universiti Dengan Kerjasama Kerajaan Negeri Terengganu 2017
- Pekan Budaya Dungun 2017
- Aman Palestine 2017
- Ternakan Madu Kelulut Sekolah Menengah Sura Dungun
- Korban Perdana 2017 Kampus Kuala Terengganu
- Majlis Berbuka Puasa Amal Dana Pembinaan Masjid UiTM Cawangan Terengganu Kampus Bukit Besi
- Taklimat Persediaan Temuduga dan Penyediaan Resume Program Jom Kerja 2017 di YPK
- Pesta KT Fest
- Jalinan Kasih RESCOM

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<th>8.1.2 Enhanced Standards</th>
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<tr>
<td><strong>● The Faculty/Campus/Division should have a comprehensive, interconnected and</strong></td>
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UiTMCT has a well-established Academic Affairs Division (HEA) which is divided into 3 units; management and record unit, examination unit and academic development unit which are responsible for academic programmes. Apart from that, HEA also works together with HEP and PJIA.
The committee system is well-institutionalised as each faculty has its own KPP, KP and Penyelaras. The PJIA department is responsible to project feedbacks, market needs and employability among graduates. As the campus is striving towards becoming an entrepreneurial-based campus, various programmes are organized to achieve this goal.

Examples:

- Karnival Keusahawanan sempena Konvokesyen UiTM ke 86 & 87
- ICON 2017
- Pembudayaan keusahawanan MDS
- Penjanaan pendapatan menerusi penghasilan madu kelulut dan sarang burung walit
- Program bersama CEO SMECORP
- Small Medium Enterprise (SME) Internship Program - Johan UIIP antara Kampus dalam Projek Ayam Kampung
- Permohonan geran FRGS sebanyak 26 dimana 2 FRGS diluluskan oleh KPI dengan nilai RM 113,200
- Permohonan Geran FRGS sebanyak 3 dimana 1 PRGS diluluskan oleh KPT dengan nilai RM 106,000
- Sebanyak11 perundingan didaftarkan bernilai RM 51,586.00
- Sebanyak 11 kes PPRN dihasilkan dan 3 berjaya dibentangkan di PPRN, KPT
- Menerima RM 50,000 dari PPRN, KPT untuk tujuan penulisan kes pemasalahan dan membuat program PPRN dimana memerlukan 100 kes untuk dihantar ke MASMED/PPRN KPT sebelum 5 Mei 2018
- Sebanyak 75 Unfunded Grant didaftarkan
- Sebanyak 6 program dilaksanakan di RMU dengan penjimatan kos latihan sebanyak 3449.68/9530=36%
- Penambahalan Data Penerbitan dan penulis ke prosiding dan jurnal berindex
- Penambahahan Perundingan
- Edutourism Paket
- Penternakan Kelulut – Menjana pendapatan sebanyak RM 16,050.00
- Karah Mall @ ETC – menjana Pendapatan sebanyak RM 22,300.00
- Taman Kelapa Pandan dan rumah burung walit (yang ditambah baik)
- Keusahawanan social dengan penanaman cendawan dan penternakan kelulut oleh pelajar pendidikan khas Sekolah Menengah Kebangsaan Sultan Omar, Dungun

Overall, the campus committee system is comprehensive, interconnected and institutionalised.
The governance principles should reflect the representation of academic staff, students and other stakeholders. For example, the number of PhD qualification as increased in 2017 compared to 2016.

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<tr>
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<th>2016</th>
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<td>Male</td>
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<td>Female</td>
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Besides that, the academic staff's performance is evaluated by their respective Programme Coordinator or superior officer through Laporan Nilaian Prestasi Tahunan (OPAL), Student Feedback Online (SuFO) by their respective students and Closing The Loop (CDL)- Continuous Quality Improvement (CQI) Report.

The Chair of the governing board should exercise non-executive powers of the Faculty/Campus/Division.

The governing board exercises legislative powers by enacting various circulars affecting day to day academic and campus activities to ensure the campus policy and activities are in line with the objectives of UiTMCT.

For instance, the Deputy Rector Academic Affairs (TRHEA) comes out with circulars relating to academic affairs from time to time. Other mechanisms are also used to convey messages to staff and students.

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<tr>
<th>Mekanisme</th>
<th>Contoh Mekanisme Penyampaian</th>
<th>Sasaran Kelompok</th>
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<td>Pekeliling</td>
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<td>Pelajar dan Staf Akademik</td>
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<td>Pendaftaran Pelajar Baru – Diploma &amp; Ijazah</td>
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<td>Membuat pendaftaran kursus secara online</td>
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<td>Penyerahan Markah Penilaian Berterusan</td>
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<td>Mesti dimaklumkan kepada pelajar untuk tujuan penambahbaikan prestasi</td>
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<td>● Pendaftaran Kursus</td>
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<td>● Bayaran Yuran Pengajian</td>
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<td>● Pengambilan Pelajar Baru</td>
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<td>● Maklumat Akademik Terkini</td>
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<td>● Borang HEA atas talian</td>
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<td>Media sosial</td>
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<td>● Hebahan dan Pemakluman semasa seperti jadual peperiksaan, perpindahan pelajar, dll</td>
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<td>● Menerima aduan dan memberikan maklum balas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mesyuarat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Mesyuarat Akademik</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Mesyuarat Bersama Staf Pentadbiran Akademik</td>
<td></td>
<td></td>
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<tr>
<td>● Mesyuarat Bersama Pentadbir Akademik</td>
<td></td>
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<tr>
<td>Taklimat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Taklimat Peperiksaan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Taklimat Akademik</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Taklimat Sistem Pengurusan Akademik Untuk Pensyarah Baru</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Hebahan dan Pemakluman Semasa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Garis Panduan dan Tatacara</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Pekeliling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kelab Kebajikan Staf Pentadbiran Akademik</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Mengagihkan makanan untuk berbuka puasa kepada pelajar.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Gotong Royong memasak juadah berbuka puasa untuk pelajar UiTMCT Kampus Dungun</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Majlis meraikan staf yang akan berpencen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Kebajikan staf (sakit, bersara dll)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Lawatan Rasmi ke UMP dan TeamBuilding HEA di Hotel Seri Malaysia Rompin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pelajar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pelajar, Staf HEA dan Pihak Berkepentingan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pelajar dan Pihak Berkepentingan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staf HEA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staf HEA dan Pelajar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staf HEA dan Warga Kampus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staf Pentadbiran HEA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- The governing board should be free from undue external pressures.

The governing board is free from undue external factors but has a close and harmonious relationship with the community, Higher Education Ministry (MOHE) and the state government.
- The Faculty/Campus/Division **should** have a clearly stated policy on conflict of interest, particularly in relation to private practice and part-time employment of its employees.

The campus has a clear policy on conflict of interest matters, whereby the employees have to ask permission from the governing board, as stated in the government circular. In general, the policy states that 30% of any honorarium amount must be shared between the staff and the university. Besides that, all academic staff are required to make a declaration if any of the family members are currently students of the university using BHEPep (KS) DS Akt. 03-07-01 (Semakan H) form.

Ref: Pekeliling Pendaftar Bil 2 Tahun 2013

- The Faculty/Campus/Division **should** actively participate in socio-economic activities of the community in which it is located.

The campus actively participates in socio-economic activities within the community through PJIA. PJIA comprises of 3 units; Malaysian Entrepreneurship Development (MASMED), Research Management Unit (RMU), and Industry, Community, and Alumni Network (ICAN). Basically, the campus participation in the socio-economics activities of the community is channelled through these units. For example, local entrepreneurs are given opportunity to open booths during university carnivals. Entrepreneur Transformation Center or known as Karah Mall offers local community to become vendors.

### 8.2 Institutional and Academic Leadership

#### 8.2.1 Benchmarked Standards

- The selection criteria, selection process, job description, and the qualification and experience required of members of the institutional executive management team of the Faculty/Campus/Division (i.e., the Faculty/Campus/Division leadership) **must** be clearly stated.

The Rector of UiTMCT is appointed by the Minister of Higher Education upon advice from the Vice-Chancellor. Meanwhile, the Deputy Rectors and Assistant Rectors are appointed by the Vice-Chancellor upon advice from the Rector, and the Head of Departments (KPP) for each faculty are appointed by the Deputy of Vice-Chancellor International and Academic Affairs and Programme Coordinators (KP for each faculty are appointed by the Rector of UiTMCT.

Table 8.1 shows the executive management team of UiTMCT while their detailed job descriptions can be referred from UiTMCT Quality Manual (MK-Uitmct-01).

<table>
<thead>
<tr>
<th>No</th>
<th>Division</th>
<th>Position</th>
<th>Name</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Rector's Office</td>
<td>Rector</td>
<td>Assoc. Prof. Dr. Abdol Samad Nawi</td>
<td>PhD in Economic (University of Southampton)</td>
</tr>
<tr>
<td>2.</td>
<td>Academic Affairs</td>
<td>Assistant Rector (Kuala Terengganu)</td>
<td>Dr. Ibrahim Jusoh</td>
<td>PhD in Mathematics (Universiti Sultan Zainal Abidin)</td>
</tr>
<tr>
<td></td>
<td>Academic Affairs</td>
<td>Assistant Rector (Bukit Besi Campus)</td>
<td>Dr Sarifah Fauziah binti Syed Draman</td>
<td>PhD in Polymer Chemistry (Universiti Kebangsaan Malaysia)</td>
</tr>
<tr>
<td>---</td>
<td>-----------------</td>
<td>-------------------------------------</td>
<td>------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>4.</td>
<td>Academic Affairs</td>
<td>Deputy Rector</td>
<td>Assoc. Prof. Dr. Hjh Khalipah Ibrahim</td>
<td>PhD in Operations Research (Universiti Sains Malaysia) November 2016 onwards</td>
</tr>
<tr>
<td>5.</td>
<td>Student Affairs and Alumni</td>
<td>Deputy Rector</td>
<td>Mr. Azahari Abd Aziz</td>
<td>Master in Law (Wales University, UK)</td>
</tr>
<tr>
<td>6.</td>
<td>Research and Industrial Linkages</td>
<td>Deputy Rector</td>
<td>Assoc. Prof. Dr. Mazidah Puteh</td>
<td>PhD in Science and Management System (Universiti Kebangsaan Malaysia)</td>
</tr>
<tr>
<td>7.</td>
<td>Administration</td>
<td>Deputy Registrar</td>
<td>Mr. Armyn Fahmy bin Mohd Fahmy</td>
<td>Masters In Law Universiti Kebangsaan Malaysia</td>
</tr>
<tr>
<td>8.</td>
<td>Finance</td>
<td>Deputy Bursar</td>
<td>Mr. Zulkepli Hassan</td>
<td>Bachelor of Accountancy (Hons.) (Universiti Kebangsaan Malaysia)</td>
</tr>
<tr>
<td>9.</td>
<td>Library</td>
<td>Deputy Chief Librarian</td>
<td>Mr. Sharol Nizam Johol</td>
<td>Bachelor of Information Management (Hons.), Library Management. (Universiti Teknologi MARA) November 2016 onwards</td>
</tr>
<tr>
<td>10.</td>
<td>Facilities Development</td>
<td>Senior Engineer</td>
<td>Mrs. Nurul Dahlia binti Alias</td>
<td>Bachelor of Mechanical Engineering (Hons.) (Universiti Tun Hussein Onn)</td>
</tr>
</tbody>
</table>

Each of the executive members above is qualified for the position based on their qualification and working experience. Therefore, the Vice-Chancellor appoints, believes, trusts and empowers the executive management team to lead the staff of UiTMCT.
The leadership of academic programmes and departments (i.e., the academic leadership) **must** be held by those with appropriate qualifications and experience, and sufficiently knowledgeable on issues of curriculum design, delivery and review.

The academic structure is led by the Deputy Rector of Academic Affairs. Each cluster in UiTMCT is led by six different *Ketua Pusat Pengajian (KPP)* which are:
- Business and Management
- Hotel Management and Tourism
- Science and Technology
- ACIS
- APB & LAW
- INeD

This academic team is supported by two Assistant Registrars who are responsible for:
- Academic administration (general)
- Academic management (exam)
- Record and Convocation

Each faculty has a Programme Coordinator to oversee the management of academic programmes run by the faculty.

The appointment of *Ketua Pusat Pengajian (KPP)* is made by the Deputy Vice Chancellor (Academic and International) based on the recommendation from the Rector while Programme Coordinators are appointed by the Rector based on the recommendation from the Deputy Rector of Academic Affairs. The criteria of selection are the combination of many elements such as educational background (PhD/Master holder), seniority, work commitment, and working experience in management. They have to be competent and capable not only in managing staff but also in academic procedures.

Mechanisms and processes **must** be in place to allow for communication between the Faculty/Campus/Division leadership and the academic leadership of departments and programmes in matters such as faculty recruitment and training, student admission, allocation of resources, and decision-making processes.

UiTMCT practices empowerment across the management level in order to drive the university towards an efficient management. To achieve the objective, verbal communication such as colloquiums, academic and examination meetings, *program keceriaan staf* (staff’s enrichment program) and morning coffee with the Rector are held by each department. Besides, written communication (e.g: lotus notes, memo, circular, bulletin board, Biznews, and etc) is the other medium used to communicate with the academic leadership.

The needs of additional lecturers and the decision making processes on the demand of the lecturers are discussed with all *Ketua Pusat Pengajian (KPP)* and Programme Coordinators. The required number of additional lecturers will be proposed to the Human Resource Unit under the Deputy Registrar. The recruitment process involves two main stages which are mock teaching and interviews. Potential candidates will be called for mock teaching session in the first screening. If they fulfill the conditions set out in mock teaching, they will be called for the next stage of the interview session.
In addition, two mechanisms are involved in planning and implementing training programmes such as workshops and seminars for lecturers in their respective departments. At the same time, they need to manage long-term plan for PhD candidacy among academic staff in UiTMCT.

<table>
<thead>
<tr>
<th>Stage</th>
<th>Recruitment Process</th>
</tr>
</thead>
</table>
| 1 Mock Teaching | Chairman: Deputy Rector of HEA  
Members: Ketua Pusat Pengajian (KPP), Programme Coordinators, Professors/Associates Professors/Senior Lecturers  
Secretary: Assistant Registrar/Executive Officer of UiTMCT |
| 2 Interview | Chairman: Deputy Rector of HEA  
Members: Ketua Pusat Pengajian (KPP), Programme Coordinators, Professors/Associates Professors/Senior Lecturers  
Secretary: Assistant Registrar/Executive Officer of UiTMCT |

Moreover, Programme Coordinator and Ketua Pusat Pengajian (KPP) will monitor the needs of lecturers and facilities to facilitate the learning process. This is important to ensure the adequacy of the facilities and sufficient staff to meet current and future plan. They are also responsible in managing all academic matters such as class timetable, study plan, credit transfer and exam result analysis. Besides, they are involved actively in any decision making process in the campus either in academic or non-academic matters by attending MKSP, JAN and Academic meetings.

All the above mechanisms are consistently implemented for efficient staff recruitment in UiTMCT.

- The academic leadership at the department and programme levels must be evaluated at defined intervals with respect to performance and in relation to the achievement of the mission and goals of the Faculty/Campus/Division.

Each year, the Deputy Rector of Academic Affairs is responsible in evaluating the lecturer’s performance using Key Performance Indicators (KPI). At the beginning of the year, each staff acknowledges the requirements for performance appraisal that they must fulfil throughout the year. Key Performance Indicators (KPI) is used as an evaluative and consistent tool to achieve the mission and goals of UiTMCT.

At the end of the year, the university instructs each staff via lotus iNotes to fill in Laporan Nilaian Prestasi Tahunan (LNPT) form which can be downloaded from the Registrar’s website. The result of staff performance would be decided by the top management and uploaded into i-staff portal.

A new system known as Online Performance Appraisal System (OPAL) has been introduced specifically for the academic staff to key in their performance and achievement every year. However, until now, it has not been fully implemented and most of the staff in UiTMCT only report their performance and achievement through LNPT form at the end the year.
<table>
<thead>
<tr>
<th>8.2.2 Enhanced Standards</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>● The Faculty/Campus/Division leadership and the academic leadership <strong>should</strong> take on the responsibility of creating a conducive environment to generate innovation and creativity.</td>
<td>All academic staff are strongly encouraged to always seek new opportunities and engage in research, innovation and commercialization activities. New findings of their studies and the achievements will be shared with the campus community through its website and colloquiums. The achievements are also recorded in <em>Anugerah Kualiti Naib Canselor</em> (AKNC) report and posted on the campus websites. Moreover, the university also provides another platform for staff to share their expertise on research findings and results. One of them is IID competition which has attracted great interest among staff and students. IID Competition is organized by UiTMCT’s Industry, Community and Alumni Network (ICAN) unit. Similarly, UK has been organising the <em>Kumpulan Inovatif Kreatif</em> (KIK) for the staff. KIK is one of the platforms that encourage staff to think in a creative and innovative ways of executing their responsibilities. <em>Bengkel Strategi Penyediaan Dokumentasi &amp; Pemilihan Projek KIK Berimpak Tinggi</em> and <em>Bengkel Pemantapan Dokumentasi &amp; Projek KIK</em> have been organized to sustain the best project and documentation. They also participate in KIK convention for UiTM campuses in the East Coast region and UiTM. Uitmct has also established Operational Excellence (OE), a project under InQKA. OE is a philosophy of leadership, teamwork and problem solving. The main objective is to reduce wastes and optimize the use of resources. There are three projects that have been run by OE UiTMCT; BHEA(Class Timetable), BPF( Air Conditioner Maintenance) and HEP (Sports Equipment Management).</td>
<td>3</td>
</tr>
</tbody>
</table>
| ● The Faculty/Campus/Division leadership and the academic leadership **should** undergo periodic training and staff development programme to enhance their leadership capabilities. | The training ranges from general staff management, strategic management and planning to IT training, leadership and management and also effective communication. It also spans from in-house to ministerial-level training, like those organised by *Akademi Kementerian Pengajian Tinggi* (AKEPT). Members of the management and academic leadership in the University have been continuously sent for training according to their needs, either determined by the top management or initiated by the respective leaders themselves. The Training Unit of UiTMCT is responsible in managing all the training needed for all academic staff. Uitmct ensures that each staff undergoes training for at least 42 hours per year. There are three categories of training provided to fulfil the attributes and potential skills needed by the staff. List of the three categories of training are as follows:  
   ● Specific training (15 hours)  
   ● General training (15 hours)  
   ● ICT training (12 hours) | 3 |
The university is guided by the policy on overseas training, the latest being the Vice Chancellor’s Circular No. 6/2009 on Management Training to ASEAN Countries for Academic Staffs, which covers the scope of attending course (seminar, workshop, conference), presenting papers and publication and attending training for teaching, learning and research tools.

Generally, the staff are aware that they must fulfil at least 42 hours of training every year. If they have less training hours, then the management is responsible to solve this matter.

### 8.3 Administrative and Management Staff

#### 8.3.1 Benchmarked Standards

- The administrative staff of the Faculty/Campus/Division must be appropriate and sufficient to support the implementation of the educational programmes and related activities, and to ensure good management and deployment of the resources.

The Appointments and Services Unit under the Registrar’s office is responsible to determine the number of academic and non-academic staff needed to support the Teaching and Learning process. The number of staff and the number of students must be appropriate. The Faculty is responsible to project the number of academic staff needed and channel it to the Registrar’s office. The selection is based on the candidate’s academic background, experience and competency. The recruitment phases start when the number of required academic staff is channelled to the Registrar’s Office in the main campus to be posted at the respective faculties.

Meanwhile, there is a slight difference on the process of recruiting new non-academic staff where the decision of recruitment is based on the post allocation done at the beginning of the year. Usually, priority is given to the local qualified candidates who meet the requirements, guidelines and standards provided by the top management. Interviews are conducted after filtering the qualified candidates for administrative staff and organized at the main campus. The detailed procedure for recruitment and selecting the new staff is under the responsibility of Registrar’s Office under Appointments and Services.

Table 8.2 below shows the statistics of active UiTMCT staff for both academic and non-academic.

<table>
<thead>
<tr>
<th>Table 8.2: Statistics of Active UiTMCT Staffs (2015 – 2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>Academic</td>
</tr>
<tr>
<td>Non-Academic</td>
</tr>
</tbody>
</table>

Currently, the number of administrative staff is sufficient to support the implementation of the teaching and learning process and its related activities, and to ensure good management and development of the resources.
- The Faculty/Campus/Division must have mechanisms for training and career advancement for its administrative and management staff.

Staff should be skilful, updated and competent to produce excellent results. Trainings are offered frequently to the respective staff, which are held internally and externally. *Panel Pembangunan Sumber Manusa (PPSM)* is responsible to oversee the needs of training by non-academic staff. Staff also have to fulfil the stipulated training hours which would be one of the criteria for promotion. The promotion of administrative staff is due to retirement, resignation and death factors. The number of staff being promoted over the last ten years are available at the Human Resource Department under Deputy Registrar’s office.

Table 8.3 shows the number of staff who have been promoted for the last ten years.

**Table 8.3: Statistics of UiTMCT Staffs Promoted (2008 - 2017)**

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>27</td>
<td>35</td>
<td>21</td>
<td>13</td>
<td>7</td>
<td>14</td>
<td>7</td>
<td>1</td>
<td>8</td>
<td>55</td>
</tr>
<tr>
<td>Non-Academic</td>
<td>8</td>
<td>5</td>
<td>4</td>
<td>9</td>
<td>5</td>
<td>15</td>
<td>1</td>
<td>31</td>
<td>25</td>
<td>15</td>
</tr>
</tbody>
</table>

The mechanisms for training and career advancement for administrative and management staff are effective and useful. The promotion criteria are also clear to ensure qualified staff gets promoted.

- The Faculty/Campus/Division must conduct regular performance review of its administrative and management staff.

At the end of the year, each staff is evaluated through performance appraisal following the government circular on *Laporan Nilaian Prestasi Tahunan (LNPT)*. The circular is well described in the Procedure Manual at the Deputy Registrar’s Office. In the manual, it is stated that all UiTMCT staff can download the form online (i-staff portal) and must fill in the appraisal form based on their current year of service. Once completed, the form is forwarded to the first evaluator who then submits the form to the second evaluator for further discussion regarding the marks given on the appraisal of each staff. Then, each department will consolidate and upload the marks to the STARS systems. At the final stage, a committee on human resource will analyse the performance of each staff in order to endorse a qualified candidate for excellence award (APC).

In evaluating the performance of each staff, all Heads of Departments will undergo the same procedure to conduct the performance appraisal based on a yearly basis. This is to avoid the evaluator from being biased and unprofessional. The Registrar in the main campus would issue a circular on the procedure to prepare the report on the yearly appraisal before the evaluation starts. This circular consists of a guideline on how to conduct the appraisal for each staff, which is helpful as a source of reference for the Heads of Department to start evaluating their staff. Furthermore, procedure for promotion is also well documented and readily available either through the website in i-Staff Portal or from the Deputy Registrar’s office.
### 8.3.2 Enhanced Standards

- The Faculty/Campus/Division **should** have an advanced training scheme for the administrative and management staff to fulfill the specific needs of educational programmes, for example, risk management, maintenance of specialised equipment, and additional technical skills.

There is a guideline on how to manage training for the non-academics staff which is available under the Administrative Department of UiTMCT. All general orders and circulars pertaining to training for non-academic staff are available in i-Staff portal and is the responsibility of the training department. The process of determining suitable training for these staff is conducted based on their needs, skills and expertise related to their scope of job such as introducing and implementing a new administrative policy, operational skills, ICT skills, soft skills, customer service skills, and anything related to their job description.

The required training is under staff’s own initiative based on their need for career advancement. However, ILD will help them by publicizing the training offered by the main campus through email.

### 8.4 Academic Records

#### 8.4.1 Benchmarked Standards

- The Faculty/Campus/Division **must** have policies concerning the accessibility and security of student and academic staff records.

UiTMCT observes the same policies concerning the accessibility and security of student and academic staff records as other campuses. Among others, only a limited number of officers are in charge of the records (currently there are 4 officers in charge of student records and 1 officer for the academic staff records). Besides, this is also supported by the procedure of Quality Management System of the Registrar’s Office in the main campus namely Senggaraan Rekod Pelajar, PQ.O/UiTM/BPD.18 and Pengurusan Rekod UiTM, PQ.O/UiTM/BPD.21.

Apart from that, the records are also stored digitally in the system (SIMS for students and i-Staff portal for staff respectively). As for SIMS, the accessibility of the information is limited to the students themselves, Deputy Registrar (Administration and Records), students’ academic advisors, Heads of Academic Centre (KPP) and Programme Coordinators (KP). As for i-Staff Portal, the accessibility is restricted to the staff and the administrator only. Both SIMS and i-Staff portal may be accessed using the internal network within the campus’ vicinity. Currently, the e-cuti system is accessible through external network to make it easier for staff to apply for leave when needed.

- The Faculty/Campus/Division **must** establish and disseminate policies that respect the rights of individual privacy and the confidentiality of records.

Every officer is bound under The Official Secrets Act (OSA), pledging to keep any secrets or sensitive information. This is made clear through the signing of the Oath of Data Confidentiality (Akujanji Kerahsiaan Data) form.

Apart from that, the records are strictly kept at the restricted area that is only accessible to the officer in charge. Should the records (document records) are taken out from the storage area; details of the borrower must be filled in the log book and signed by the borrower.
For example, staff’s personal records are confidential and cannot be easily accessed without permission from the superior officer.

### 8.4.2 Enhanced Standards

- The Faculty/Campus/Division **should** continuously review policies on security of records including increased use of electronic technologies and its safety systems.

Due to the changes (expansion of campus, increasing number of staff and students, limited space for keeping and termites attack), UiTMCT has considered reviewing some policies. For example, according to the 99 Years of document preservation and storage, all documents must be kept in air-conditioned room with specific temperature in order to guarantee its durability. However, due to the above-mentioned problems, an alternative like turning all the records to digital storage seems more appropriate.

Current situation:
According to the executive officer (Records), all inactive students’ records are now kept at Block 8 (area near the staircase) and in Karah (wooden blocks) which are prone to hazard (moist and termite attack) due to no air conditioned system. As for the staff records, the same problem happened where most inactive records need to be taken out from the shelves to give room for the new records. As a result, those inactive records have to be kept at any possible space left in that rooms.

### 8.5 Interaction with External Sectors

#### 8.5.1 Benchmarked Standards

- The Faculty/Campus/Division **must** have a constructive mechanism for cooperation with external sectors, including with its external stakeholders.

UiTMCT has a constructive mechanism for cooperating with external sectors. They collaborate through various activities such as meetings, discussions and joint programmes with the industries, NGOs and the public from time to time. These tasks are led by the Deputy Rector of Research & Industrial Linkages and Alumni. This department is currently led by Prof. Madya Dr. Mazidah Puteh. There are three major units under PJIA, namely RMU (Research and Consultation), MASMED (Entrepreneurship) and ICAN (Industry, Community and Alumni Networking). A coordinator has also been appointed in Kuala Terengganu and Bukit Besi.

MASMED, which is in charge of Tunas Mekar, KoSiswa, Trainings, InfoUsahawan (a bulletin) and also SiswaNiaga is focusing on inculcating entrepreneurship among students to prepare them for the real world where competition is very stiff and unemployment is quite high. ICAN concentrates on collaboration and MoU with industries, community service, innovation and commercialization and also alumni and graduate employability.
Basically, this department manages research grants either from UiTM itself, federal government, state government and industries. Most of the grants from both federal and state governments highlight the socio-economic status of local communities which are also the external stakeholders for UiTMCT.

The details of the grants are as followed:

<table>
<thead>
<tr>
<th>RESEARCH/PROJECTS REGISTERED</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>RM57,086</td>
</tr>
<tr>
<td>PRGS Grant</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>RM106,000</td>
</tr>
<tr>
<td>FRGS Grant</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>RM116,872</td>
</tr>
<tr>
<td>RAGS</td>
<td></td>
</tr>
<tr>
<td>KTP Grant</td>
<td></td>
</tr>
<tr>
<td>UCTC Grant</td>
<td></td>
</tr>
<tr>
<td>Outside Research Grant (example: MAIDAM/Uniza/IDAMAN/GUM ARABIC/other Universities)</td>
<td>3 (industries)</td>
</tr>
<tr>
<td></td>
<td>RM83,300</td>
</tr>
<tr>
<td></td>
<td>2 (UM/Uniten)</td>
</tr>
<tr>
<td>SIG Excellence Fund</td>
<td></td>
</tr>
<tr>
<td>Unfunded Research</td>
<td>75</td>
</tr>
<tr>
<td>ARAS</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>RM460,698</td>
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In a nutshell, total grants obtained in 2017 was 7 which was worth RM403,612 and total consultation
projects in 2017 was 12, worth at RM57,086.

This department is involved directly in the consultation services. One of the activities is Tunas Mekar program, which is a special project under the Prime Minister’s Department to promote the entrepreneurship culture among Bumiputra graduates from the state of Terengganu. The vision of this program is to groom graduates as working consultants to the industry players.

Recently Tunas Mekar program focused on grooming entrepreneurs through group mentoring concept with the ratio of 8:3:3; namely 8 graduates, 3 Industrial players and 3 counsellors. Selected academic staff from UiTMCT have been appointed as counsellors for this program. The execution of programs under Tunas Mekar since 2016 is different from the previous programs. Instead of normal consultation services, a competition is carried out to select the best participant whereby a reward of RM20,000.00 will be awarded. Currently, there are 6 graduates, 3 counsellors and 3 industrial players involved in the programme.

In 2017, Tunas Mekar organized an event which is Majlis Pelancaran Program Tunas Mekar siri 6 Zon Timur, dated 3-5 February at Hotel UiTM Dungun.

Under ICAN, UiTMCT Aman Palestine also helped to collect money for construction and building of Masjid As Shafie in Palestine and managed to raise RM115,893.30. ICAN is also actively involved in the registration of innovation products, establishing Alumni Apps, publishing Buku Penerbitan Inovasi 2017 as well as organizing Alumni Contribution Fund. Besides that, ICAN in collaboration with RMU also organized two outstanding conference namely ICON and EPIC 2017. All of the activities prove that PJIA has been very successful in its role as a mechanism for establishing cooperation with external sectors and stakeholders.

Besides that, UiTMCT, under the Office of International Affairs which caters for collaborations with other international universities has managed to organize various activities involving knowledge transfer and exchange of students and staff’s programs arising from MoUs signed in the previous year.

Other than that, OIA also managed to initiate relationship with Harare Institute of Technology, Zimbabwe through benchmarking visit by ‘Executive Dean’ School Of Business And Management Sciences, Mr. Willard Gwarimbo from 15.4.2017 to 20.4.2017 and Universitas Islam Sultan Agung (UNISSULA) of Indonesia whereby UiTMCT received a visit by the Manager of International Division, Dr. Bedjo Santoso for 2 days from 18.12.2017 to 19.12.2017.
8.5.2 Enhanced Standards

- The collaboration with external sectors **should** be institutionalised through formalised agreements.

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<th>Ref: 600-UiTMKD (PJIA/RMU 5/2/1)</th>
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<tr>
<td>Kelulusan Penyelidikan Dana Kecemerlangan / SIG (MAK. RM5,000 ke atas)</td>
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<tr>
<td>Kelulusan Penyelidikan Lain-Lain Geran</td>
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The collaboration between UiTMCT and external sectors have been institutionalised through formalised agreement. Through ICAN, the division has materialized three significant agreement:

- LoA Trigina Honey with Sekolah Menengah Kebangsaan Sultan Omar and Sekolah Menengah Kebangsaan Sura;
- MoA with Pembinaan Solar Atlantic Blue- signing process; and
- MoA with DCASB- under Facutly of Computer Science and Mathematics, Kuala Terenganu Campus- MEU stage.

Based on the above collaboration, it can be concluded that PJIA has been very aggressive in achieving their aims and objectives in collaborating with external sectors to provide the knowledge and expertise needed by UiTMCT students as well as contributing to the community at large.

Under MASMED, the department has developed a project to breed freshwater lobster, namely Penternakan Lobster Air Tawar in February 2017. Besides that, MASMED is also vigorous with honey-breeding project, namely Madu Kelulut. In May, the total amount of honey harvested was 16.9kg whilst in July, the total harvested was 18.1kg. The honey was marketed at the Ekspo Jualan Madu Kelulut in Arena Square on 1 August 2017, Masjid Intan Zaharah by Kosiswa on 11 August and the colony-breaking process by En Zakaria (FAMA). Other than breeding and harvesting its own honey, MASMED also purchased Honey Colonies from outside vendors so as to meet the increasing demand of the honey. In July 26, MASMED received a friendly visit from UiTM Cawangan Pulau Pinang and on 28 August, MASMED received honey-colonies from Kota Bharu vendor.
Besides that, UiTMCT, under the Office of International Affairs has managed to organize various activities such as:

- **JAPAN**- Arising from MoU with the School of Science and Technology, Gunma University which started from 5.6.2015 and will end by 4.6.2020, in 2017, two significant programs were successfully held, namely:
  - Gunma Ramadhan Experience (GRE) with Gunma University, School of Science and Technology involving 10 students and 4 lecturers (5 FKE/5 FKM) whereby the fee & accommodation were sponsored by Gunma University for one month from 15.5.2017-15.6.2017; and
  - Sakura Science Project 2017 (SAKURA) which was fully sponsored by Japan Science and Technology Agency worth ¥1,292,940 (RM46,280.29) involving 10 students and a lecturer (2 FKE/2 FKM/3 FKK/3 FSKM) for one week from 14.10.2017-21.10.2017.

- **THAILAND**- Arising from MoU which started from 14.11.2016 and will end by 13.11.2019 with Rajamanggala University of Technology, Rattanakosin, Thailand, two significant programs were carried out in 2017, namely:
  - Academic visit (Outbound) involving Rector and 5 FSKM lecturers for 4 days from 22.5.2017-25.5.2017; and
  - International Leadership Development Youth Camp (IYC) (Outbound) which involved 1 FPHP & 1 FSKM student who received full sponsorship by RMUTR.

- **INDONESIA**- Arising from MoU signed with Universiti Sumatera Utara which started on 24.11.2016 and will end by 23.11.2021, the staff of UiTMCT has the opportunity to participate in conference at USU (EBIC2017) which were attended by 4 FPP lecturers with 6 papers involving 11 writers from 24.10.2017 to 26.10.2017.

OIA was also very robust in managing activities even in the absence of MoU. For example, programs involving Xi’an Innovation Design Center, China in “Terengganu Summer Programme” which involved 34 participants: 13 adults & 21 children of all ages which managed to collect total income of RM55,200 (USD12,867) whereby profit gained was RM14,905.10 (27%) from 8.8.2017 to 13.8.2017.

Besides that, OIA also established relationship with Institut Kong Zi, Universiti Malaya (KZIUM) & Hamban, China and participated in “Program Summer Camp 2017” atGui Yang, Gui Zhou district (South West of People’s Republic of China) through 4 FSKM students whereby Inland expenses were full sponsorship by KZIUM from 27.7.2017 to 9.8.2017.
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<tr>
<td>Perjanjian Kerjasama dengan Pihak Luar (MOU/MOA/LOI)</td>
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<td>: Fail Aktiviti Pengantarabangsaan UiTM Cawangan Terengganu &amp; Rajamanggala University of Technology, Rattanakosin, Thailand (RMUTR)</td>
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<td>: Fail Aktiviti Pengantarabangsaan UiTM Cawangan Terengganu &amp; Gunma University, Japan.</td>
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9.1.1 Benchmarked Standards

- The Faculty/Campus/Division **must** establish policies and procedures for regular reviewing and updating of its internal quality assurance activities to ensure continuous quality improvement.

The campus has established policies and procedures for regular reviewing and updating of its internal quality assurance activities to ensure continuous quality improvement based on the policies developed by MQA (COPIA) and also the quality management system (ISO Standards).

Among the measures established for the maintenance of the quality management system are:
- Procedures for conducting management reviews at planned intervals;
- Taking corrective actions to prevent recurrence of mistakes;
- Preventive actions and continual improvement through the use of quality policy, quality objectives, audit results;
- Operational Excellence (OE) Team, which consists of 3 portfolios – (1) Perkhidmatan Pelajar, (2) Pengajaran & Pembelajaran, and (3) Penyelenggaraan;
- Execution of Daftar Risiko Pegawai Tanggungjawab (PTJ);
- Analysis of appropriate data to aid in a factual approach to decision making and;
- Meetings and discussions in departments/units.

The reviewing and updating throughout the system take place through *Mesyuarat Kaji Semula Pengurusan* (MKSP), which is held twice a year (March and September). This has proven to be quite effective since it tackles all the problems from all angles and suggests possible solutions for the campus to realise its quality objectives for each department and the overall campus.

The campus has also implemented adequate monitoring methods in order to ensure that the quality and standard of teaching and learning is maintained. Such methods include *Jawatankuasa Eksekutif* (JKE), *Jawatankuasa Akademik Negeri* (JAN), faculty and department meetings, internal audits as well as External Review by InQKA. The internal audits which are conducted every six months by trained internal auditors have proven effective in monitoring the quality assurance activities of the campus as well as enhancing the quality culture among its staff. In addition, *Pemantauan Profesionalisme Pensyarah* (PRO-PENS) is also conducted to ensure the competencies and professionalism of academic staff. The results from SUFO, CDL, CQI, PLO Attainment, and *Maklumbalas Majikan Latihan Praktik* are also used to observe and monitor the quality of teaching and learning. Additionally, the feedbacks from external reviews and the results from the Exam Unit Audit, as well as *Proses Pemantauan CDL/CQI Fakulti* UiTMCT have been taken into consideration to ensure continuous quality improvement.
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<td>: Objektif Kualiti Umum UiTMCT</td>
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<td>: Objektif Kualiti Bahagian UiTMCT</td>
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<tr>
<td>: 11 Prosedur Kualiti (Operasi)</td>
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<td>: 18 Prosedur Kualiti (Pengurusan)</td>
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<td>: MKSP 1/2017, MKSP 2/2017</td>
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<td>: Audit Dalam Bil 1/2017</td>
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<td>: Fail PRO-PENS</td>
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<td>: Fail CDL/CQI/PLO Fakulti</td>
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- The unit or department dedicated to the internal quality assurance system of the Faculty/Campus/Division must take continuous efforts to keep abreast with the changes and best practices in quality assurance.

The campus, through Unit Kualiti (UK), which is headed by Dr Hajah Azmi Aminuddin and assisted by ten AJK Utama Kualiti and 11 Pegawai Kualiti Bahagian, have taken a lot of efforts internally and externally to keep abreast with the changes and best practices in quality assurance. These efforts include conducting surveys and sharing sessions on the awareness of quality activities, internal auditor training sessions and strategic planning sessions. Other than that, internal and external benchmarkings, visits and reviews by external examiners and external reviewers (InQKA), accreditation processes, internal and external trainings, as well as feedbacks also help the unit to always be up to date with the recent practices. Among resources and administrative supports provided to UK include an administrative officer, internal and external trainings, as well as budget and hour allocations for the Head of UK.

The head of UK has been given the authority to form Jawatankuasa Utama Kualiti which consists of various portfolios and Pegawai Kualiti Bahagian from each department. The changes in the organisational chart will continuously be updated by the head of UK according to the current requirement. In 2017, one portfolio under Jawatankuasa Utama Kualiti (Penyelaras Komunikasi & Media) was added to the organisational chart to enhance the function of UK. The role of the coordinator is to update information and news about all UK’s activities on its Facebook Page (Unit Kualiti UiTMCT).

UK is also responsible to ensure the quality culture is continuously instilled among staff at all levels (e.g. Bicara Kualiti, QE/5S campaigns) and this is shown in the measures taken by UiTMCT to achieve continuous quality improvement (i.e. quality objectives, KPI, GerBiS, Skor Kerohanian, PRO-PENS).

Besides UK, PAHEK, which is led by Dr Mohd Hairi Jalis and assisted by two main committee members, also plays an important role in ensuring the campus to keep up-to-date with the changes and best practices in quality assurance.
This unit is under Academic Affairs Division of UiTMCT, in which its main role is to monitor the faculty's curriculum activities. Its other responsibilities include managing and disseminating information and resources to faculty members at UiTMCT through curriculum revisions, new programme curriculum developments, and accreditations (both application and renewal).

Market surveys and feedbacks from stakeholders, especially future employers act as a yardstick for regular reviewing and updating of the internal quality assurance. Some of the examples of approaches used to achieve continual quality improvement are:

- Dissemination of information during formal meetings such as JKE Meeting, JAN Meeting, Head of Department Meeting, Academic Meeting, Faculty Meeting, MKSP, and dialogues with the top management
- Enforcement of reviewed Quality Objectives
- Improvement of quality procedures aligned with COPIA and ISO standards
- Internal and external audits
- Enhancement of Pembangunan Akademik dan Hal Ehwal Kurikulum (PAHEK)
- Enhancement of Unit Kualiti Mahasiswa (UniQ)
- Operational Excellence (OE) activities
- Proses Pemantauan PLO Attainment/CDL/CQI Fakulti
- Students’ Feedback Online (SuFO)
- PRO-PENS
- Pusat Kecemerlangan Akademik (PKA)
- Review of Strategic Planning
- CerBiS (Ceria, Bersih dan Selamat) Score
- Sistem e-Pelaporan Audit Dalam UiTM (SePADU)
- Skor Kerohanian
- Academic and leadership training organised by ILD
- Industrial trainings
- Industrial attachments (for academic staff)
- Informal meetings and discussions with academic staff and students

Ref: UK’s Organisational Chart
: Perancangan Portfolio Unit Kualiti 2017
The Faculty/Campus/Division must have dynamic mechanisms to implement recommendations for quality improvement and record the achievements of such implementations.

Various programmes and activities have been carried out by the campus to ensure continuous quality improvements such as Kumpulan Inovatif dan Kreatif (KIK), Internal Audit, Outcome-Based Education (OBE), Data Analysis, Operational Excellence (OE) activities, Customer Satisfaction Feedback, PAKAR (Penilaian Anugerah Kualiti Rektor) Report and also AKNC (Anugerah Kualiti Naib Canselor) Report. These mechanisms are adequately dynamic and can be improved further by giving more recognitions or awards to those who have contributed to the quality movements of the campus.

Meetings such as JKE Meeting, MKSP, Academic Meeting, JAN Meeting and Strategic Planning Meeting have tackled various issues in achieving quality improvements. Motivational programmes, such as PA Cakna by FPHP, as well as Klinik MathStat-1'17 and Score Programming workshops by FSKM have been conducted by faculties to ensure 90% of full time students graduate on time and to achieve the graduate’s employability (80% for Degree students and 95% for Diploma students). The students’ result analyses, which are presented during the Academic Meeting, aimed to motivate the lecturers to take appropriate actions to improve the students’ results (e.g. Recognition certificates are awarded to respective lecturers when the University Academic KPI is achieved). Besides that, the Strategic Planning Meeting (UiTMCT and faculties) and PAHEK Meeting monitor the actions taken to meet the respective KPI.

The recommendations resulted from MKSP, Internal Audit Closing Meeting, and External Review Report by InQKA are implemented by all heads of departments/units. These recommendations surface from the analysed data which are presented during management reviews for approvals. After being approved, specific responsible person/department/unit is appointed and the expected date of completion is fixed so that it is easier to be monitored until the plan is completed. The implementation of those recommendations will be reported at planned intervals and their effectiveness will also be recorded.

Even though the mechanisms adopted to improve quality assurance are good enough to produce valid recommendations, they are not easy to be implemented since many issues cannot be solved easily or sometimes cannot be solved at the campus level. Such issues include:

- Syllabus review especially on contents and assessments – It will usually take a long time for any changes to be made since the issues must be first brought to the upper level (Pengurus Utama or the Faculty)
- The standard of final exam questions – Some of the vetting processes are still done in Shah Alam or Pengurus Utama campus
- The low number of students’ enrolment – Less than the targeted number proposed, which is controlled by Bahagian Pengambilan Pelajar, UiTM Shah Alam
- Limited authority in running Master Degree programmes – Certain programmes is not allowed to be offered at branch campus even though the campus has the necessary expertise

| 3 |  |  |  |
Less conducive classrooms and laboratories due to budget constraints – Leakage, malfunctioned air-conditioners and kitchen equipment, as well as insufficient and poorly conditioned furniture

MDAB students’ difficulties in mingling with other students due to low self-esteem and weak command of English.

UiTMCT is also concerned with its students including the post-graduates, which are handled by *Pusat Pengajian Siswa* (PPS). To ensure that these students can enjoy all the benefits provided by the campus, PPS has improved its infrastructure (e.g. Dataran PPS and upgraded PPS classrooms at Block 8) and info structure (more efficient mechanism in information delivery). It has also initiated “PhD Power Fellowship” (PPF) to help and support PhD students in completing their studies by organising scheduled sharing sessions. This initiative has indirectly shown some insights of PhD journey to other lecturers and potential PhD candidates. In 2017, 26 sharing slots were organised as shown below:

- *Pasca Siswa* di UiTMCT: Apa Peranan Kita?
- *PhD Ku Gamit Ku Capai Jua*
- My PhD Log: My Qualitative PhD Journey on the Lane Down under Using a Multiple Case Study Approach
- What is a Good PhD Proposal: A Supervisor’s Perspective
- My PhD Log: Viva
- How to Overcome Challenges in Collecting Data
- My PhD Log: My Long Distance Supervisor
- Sharing Experience in Analysing My PhD Research Data
- Challenges of Using Secondary Data and Primary Data
- My PhD Log: Student’s Supervision: Challenge -> Success
- My Last Lecture
- Writing My Discussion
- My PhD Log: My Phd Journey
- Writing a sound Journal Article
- My PhD Log: Heavenly PhD
- My PhD Log: Sharing Experience: TIE2 for UiTM Post Graduate Candidates
- My PhD Log: Sharing Experience: Doing PhD as Part time Students
- Part-time Phd Students
- My PhD Log: How to Juggle a Fulltime Job Part-Time
- *Pengurusan Akademik UiTMCT*
- Writing and Publication: The Do’s and Don’ts
- My PhD Log: Phd Proposal
- PhD Talk: PhD Proposal: Methodology
- My PhD Log: PhD Proposal and Viva: Methodology
There are several systems that were developed internally to ensure the quality of evaluation process in teaching and learning, namely sistem Coupiers and sistem e-FYPA, formed by the Faculty of Computer and Mathematical Sciences, as well as ROPES, HOMES, and CARES, which are established by the Faculty of Hotel and Management. These systems have minimised the evaluation processes and reduced the time consumed, which lead to the efficiency of the evaluation and increase customers’ satisfaction.

There must be a link between quality assurance processes and the achievement of the institutional goals.

UiTMCT has established its Objektif Kualiti Umum and Objektif Kualiti Bahagian to achieve the KPI set by UiTM. These objectives are reviewed every six months and reported in MKSP meeting. This meeting is important to ensure all of these objectives are met. As for now, most of the objectives have reached the targeted goals, while others will be fully achieved by 2020 (Minit Mesyuarat MKSP 1/2017 & 2/2017).

The internal and external quality audits as well as COPIA and ISO are the most effective ways to ensure continual quality improvements. Through these audits, teaching and learning can be synchronised and the management system will be efficient.

Additionally, there are many new innovations and inventions aimed at improving teaching and learning had resulted from the followings:

- KIK activities – Academic and administration staff
- Invention, Innovation and Design (IID) activities (ICON and EPIC) 2017
- National e-Content Development Competition (eConDev)
- International Conference and Competition on Teaching and Learning (i-TeLearn) 2017
- International Food and Tourism, Innovation, Invention and Creativity (i-FaTIIC) 2017
- Papers published in international/local journal and bulletin

These activities have equipped academic staff with the latest information, knowledge and innovations, and will improve the quality of teaching. Some of these achievements and many others are reported in MKSP. All of these efforts are also aimed at realising the quality objectives, strategic planning, as well as missions and visions of UiTM as a whole. In short, UiTMCT has done enough efforts to achieve continuous quality improvement and successfully earned some awards:

- Gold award - Konvensyen KIK UiTM
- Naib Johan Keseluruhan, Gold Award and Pembentang Terbaik Wanita – Konvensyen KIK Zon Timur
The internal quality assurance unit of the campus has been given a prominent organisational status as can be seen in the UK organisation chart. The chart is put on display on the board at the UK office. The changes in the organisational chart will be updated by the administrative officer, advised by Head of UK. Committee members will be offered a two-year contract. If their contributions are still needed then the contract will be renewed.

In terms of quality activities, UK is responsible to organise and handle its Perancangan Tahunan such as KIK, QE/5S, UiTM annual documentations (AKNC, SRR), Penilaian Anugerah Kualiti Rektor (PAKAR). It also acts as a secretariat to MKSP and self-accreditation audits. Among the QE/5S activities done to provide a more safety and conducive teaching and learning environment include:

- A reversed parking practice (A VIP parking reward will be given for a month)
- Recycling awareness campaigns
  - Bring your own eating kits & Let’s recycle
  - Monthly Drive-Thru 3R
  - Program e-Waste Alam Alliance (Won the first place for Pengumpul e-Waste Peringkat Universiti Awam Negeri Terengganu)
- Upgraded and star-rating restrooms

Besides UK, Unit Kualiti Mahasiswa (UniQ) under Hal Ehwal Pelajar UiTMCT is responsible to monitor and audit the activities organised by the students. Auditing students’ clubs and societies’ financial, analysing data for the clubs and society rankings, as well as relevant trainings are some of the UniQ’s responsibilities.

In addition, PAHEK, which is in control for the faculty’s curriculum activities (Refer to 2.1.1) has also been given a prominent organisational status in UiTMCT.
The Faculty/Campus/Division should embrace the spirit of continual quality improvement based on prospective studies and analyses that leads to the revisions of its current policies and practices, taking into consideration past experiences, present conditions, and future possibilities.

The campus has brought into actions recent and projected activities which are being responsive to its changing environment and embracing the spirit of continual quality improvement. Among those are:

- MKSP, which is held twice yearly, has an important role to play as it highlights the achievements of UiTMCT. In the meeting, all the 8 divisions (Rector’s Office, HEA, HEP, PJIA, Pentadbiran, Pejabat Bendahari, BPF and Perpustakaan Cendekiawan) will present their achievements pertaining to their objectives. If any of the stated objectives is not attained, corrective actions will be taken and preventive measures will be planned to avoid the recurrence of the problems. In certain cases, their current objectives and practices will be revised if necessary.

- UiTMCT Revision of Strategic Planning for all faculties and divisions
- Revision of quality objectives – Objektif Kualiti Umum and Objektif Kualiti Bahagian
- Revision of Quality Procedures based on findings from an internal audit and ISO 9001:2015 requirement
  - PK(P) UiTMCT-03 Audit Kualiti Dalaman
  - PK(P) UiTMCT-04 Kawalan Terhadap Produk/Perkhidmatan Tidak Memenuhi Spesifikasi
  - PK(P) UiTMCT-07 Penawaran Syarahan Sambilan
  - PK(P) UiTMCT-12 Penyelenggaraan Bangunan dan Bilik Pengajaran
  - PK(P) UiTMCT-13 Pemantauan Profesionalisme Pensyarah
  - PK(O) UiTMCT-03 Pengurusan Pendataan Kursus/Pengecualian dan Pemindahan Kredit
  - PK(O) UiTMCT-04 Pengendalian Pengajaran

- Benchmarking activities (Through visits, reports and website searches)
- Formation of some new programmes, namely Bachelor of Mobile Computing (Hons) by PAHEK is still in progress.

These measures prove that the campus is very consistent in its efforts in achieving continuous quality improvement based on past experiences, present conditions and future possibilities.

The Faculty/Campus/Division should strive to get its internal quality assurance system accredited by a relevant, external and authoritative accreditation body.

UK does its self-evaluation via Self Review Report to measure the quality assurance system of the campus. This report will be further reviewed and audited by InQKA which produces recommendations for the quality improvement. This report will also be used for the purpose of institutional audit. In addition, UiTMCT has two external reviewers/COPPA appointed by InQKA (Dr Hjh Azmi Aminuddin and Puan Rokiah Muda) and four Panel Penilai MQA appointed by MQA (Dr Norazamina Mohamed, Dr Baharom Abd Rahman, Dr Goh Ying Soon and Puan Muazita Alias)
From 15 to 20 April 2017, Dr Willard Gwarimbo (Dean of Business and Management Sciences School, Harare University of Technology, Zimbabwe) visited the UiTMCT’s Exam Unit for benchmarking. During his visit, he also requested some information and assistance from the UiTMCT’s UK to help enhances the quality unit of his university.

Ref : 500-UiTMKD (AKA.23/1) – Fail Pelantikan Am