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**4<sup>th</sup> Kidney  
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First Kidney Transplant performed  
in UiTM **14th November 2017**  
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From: The Vice Chancellor



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**181**  
2016/2017 overall rank

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# AREA 4 : STUDENT SELECTION & SUPPORT SERVICES

**Bengkel Penilaian Luar InQKA  
15—16 Ogos 2018  
Dewan Seminar Melati  
Kolej Melati, UiTM Shah Alam**

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Fadzlina Mohd Fahmi, Ketua Akreditasi Program (Sains Sosial), IQA, InQKA



Student admission is governed by policies formulated by the Ministry of Higher Education (MOHE). There are varying views on the most appropriate way to select students into a higher education institution; there is no one best method of student selection. Whatever method is selected, the HEP must be able to defend it consistently. Appropriate developmental or remedial support must be made available to assist students. The number of students to be admitted is determined by the resources and capacity of the HEP as well as the number of qualified applicants. The admission and retention policies of the HEP must not be compromised for the sole purpose of maintaining a desired enrolment. If an HEP operates geographically separated campuses, or if a programme is a collaborative one, the selection and assignment of all students must be equally consistent with national policies.

- 4.1 Admission and Selection
- 4.2 Articulation Regulations, Credit Transfer and Credit Exemption
- 4.3 Transfer of Students
- 4.4 Student Support Services and Co-Curricular Activities
- 4.5 Student Representation and Participation
- 4.6 Alumni

#### 4.1 Admission and Selection

- The HEP 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.
- The criteria and processes of selection must be published, disseminated and publicly accessible, especially to students.
- Prerequisite knowledge and skills for purposes of student entry into each programme must be appropriate and clearly stated.
- If a selection interview is utilised, the process must be structured, objective and fair.
- Student selection must be fair and transparent.
- There must be a clear policy on, and appropriate mechanism for, appeal.
- The HEP must offer appropriate developmental or remedial support to assist students who need such support.
- The number for each student intake must be related to the resources, capacity and capability of the HEP to effectively deliver its programmes.
- Visiting, exchange and transfer students must be accounted for to ensure the adequacy of the HEP's resources to accommodate them.
- The admission policy must be monitored and reviewed periodically to continuously improve the selection processes.

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

- HEP must have well defined and effectively disseminated policies, regulations and processes concerning articulation practices, credit transfers and credit exemptions.

#### **4.3 Transfer of Students**

- The HEP must have a well-disseminated policy with clear criteria, mechanisms and processes, both academic and non-academic, to enable qualified students to transfer to another programme, within it or in another HEP.
- Incoming transfer students must have comparable achievement in their previous institution of study.

#### 4.4 Student Support Services and Co-Curricular Activities

- HEP must make available appropriate and adequate support services, such as physical, social, financial and recreational facilities, and counselling and health services.
- Student support services must be evaluated regularly to ensure their adequacy, effectiveness and safety.
- There must be a mechanism for students to air grievances and make appeals relating to student support services.
- The HEP must designate an administrative unit responsible for planning and implementing student support services, staffed by individuals who have appropriate experience consistent with their assignments.
- Academic and career counselling must be provided to students by adequate and qualified staff.
- 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.

#### 4.5 Student Representation and Participation

- The HEP must have a widely disseminated policy on student representation and participation in line with national policies and laws.
- The HEP must publish a statement of student rights and responsibilities and make it available to the campus community.
- The jurisdiction of judicial bodies, the disciplinary responsibilities of HEP officials, and all disciplinary procedures must be clearly defined and broadly disseminated.
- 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.

#### 4.6 Alumni

- The HEP must encourage active linkages and continuous relationship between it and its alumni.

- Entry Requirement
- Buku peraturan akademik
- Brochure Programme
- Website Faculty
- Students to be interviewed (10% of various parts/groups)
- List of students and staff (student to staff ratio)
- Appeal letter
- Appointment letter -Penasihat akademik, counselors
- List / report of programs development for students (eg: KACA program, mentor mentee, Care Unit & etc)
- Complaint reports from the students, SUFO (part B) - students feedback on Facilities

- Report on Minggu Destini Siswa
- Evidence of organizational structure is established such as counselling unit, HEP unit, health unit .etc
- CV counselor and academic advisor
- Zakat, Waqaf & Sedeqah programmes conducted by ACIS, report on students activities on academic, social support & etc, organizational chart
- activities of students engagement for example, students associations, MPP voting,
- MPP, Students Association, students representation
- co-curriculum, industrial training, career talk, soft skill programme
- Minute of Meeting -TAPA
- students' activities reports
- Alumni activities, stakeholders review, external examiner reports



- 1) Each panel will determine **3 most important evidences** to support each standard (Refer *Sistem Penilaian Luar InQKA*). Then
  - If all 3 are complete and valid then it is an AL5.
  - If 2 out 3 are complete then it is an AL3.
  - If only 1 evidence is available then the score could be AL 1.
- 2) The University / Department has an option to request another evidence to be considered. Then, it is upon the discretion of the panel to either consider or not.

## COMMENDATION

CLAUSE	STANDARD	EVIDENCE (Example)
4.1.1	The criteria and processes of selection <b>must</b> be published, disseminated and publicly accessible, especially to students.	<ol style="list-style-type: none"> <li>1. Entry Requirement</li> <li>2. Faculty's Brochures</li> <li>3. Faculty's websites</li> <li>4. Report on Academic Mission</li> <li>5. Information Board</li> <li>6. Interview</li> </ol>

The faculty has widely published the entry requirement in various mediums such as in the faculty's brochures and also in the faculty's websites.

Based on interviews with the \_\_\_\_\_ the entry requirements are also being told during the road show and publicly accessible via the faculty's website and information board.

The panel **commends** that the clause 4.1.1 has been widely published and disseminated in the department/ campus/ faculty/ university. This was supported by the evidences (any of the evidence given by the faculty ) sighted and the interview session conducted with \_\_\_\_\_.

## AFFIRMATION

CLAUSE	STANDARD	EVIDENCE (example)
4.4.1	Student support services <u>must</u> be evaluated regularly to ensure their adequacy, effectiveness and safety.	1) Sample Minutes Meetings (related meetings) 2) Interview 3) Audit report

Minutes of meeting (name & date of the meeting) were sighted.

Based on the interview session with \_\_\_\_\_, the meeting is only conducted when it is needed. It is **affirm** that the student support services have not been evaluated regularly.

The evidence sighted are sample of minutes of meetings \_\_\_\_\_. Interview with \_\_\_\_\_ is also conducted. The panel found that the evidence is insufficient to support that the student support services is evaluated regularly. It is suggested \_\_\_\_\_.

## AREA OF CONCERN

CLAUSE	STANDARD	EVIDENCE
4.1.1	There <b>must</b> be a mechanism for students to air grievances and make appeals relating to student support services.	<p>1) Selected Students complaints (need to describe)</p> <p>2) Sample of Minutes of meeting (name &amp; date)</p> <p>3) Interview</p>

Students complaints \_\_\_\_\_ and minutes of meeting \_\_\_\_\_ were sighted. Interview with \_\_\_\_\_ was also conducted.

The panel found that less than 50% of the sampled complaints were not taken into action by the faculty.

Based on 1) students complaints, 2) minutes of meeting \_\_\_\_\_ and 3) interviews with \_\_\_\_\_, there is **no mechanism** for students to air grievances and make appeals relating to student support services.



# Terima Kasih

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