Taklimat Kod Amalan Akreditasi Program (COPPA)
Universiti Teknologi MARA (UiTM), Cawangan Negeri Sembilan

19 & 20 Ogos 2021

Bidang 3 dan 4
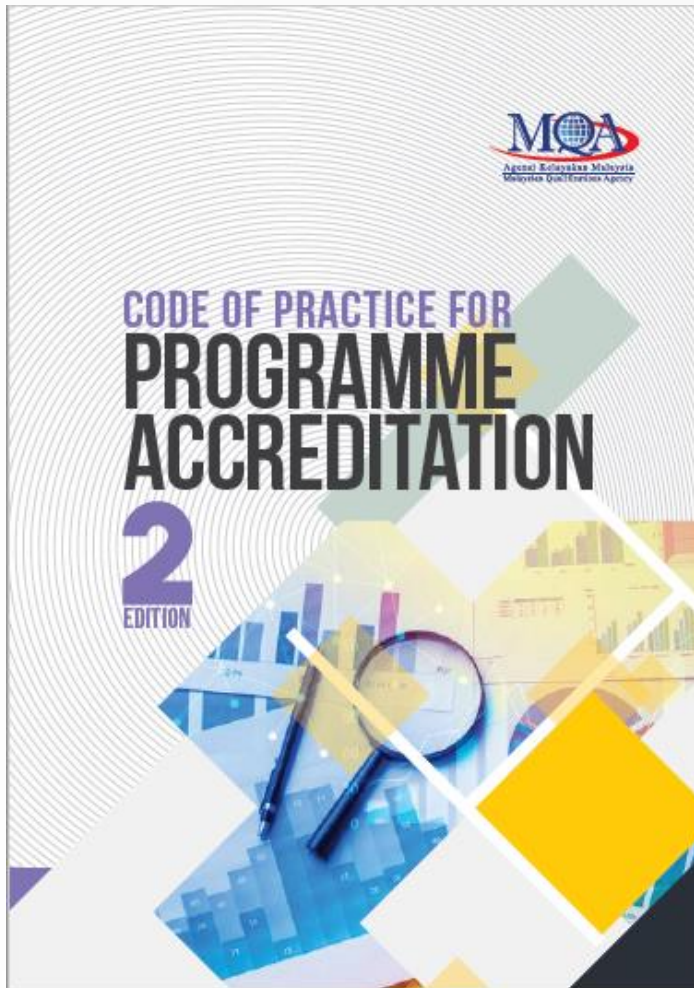
Prof. Madya Ir. Ts. Dr. Husna Zainol Abidin

Ketua Akreditasi (Sains dan Teknologi)

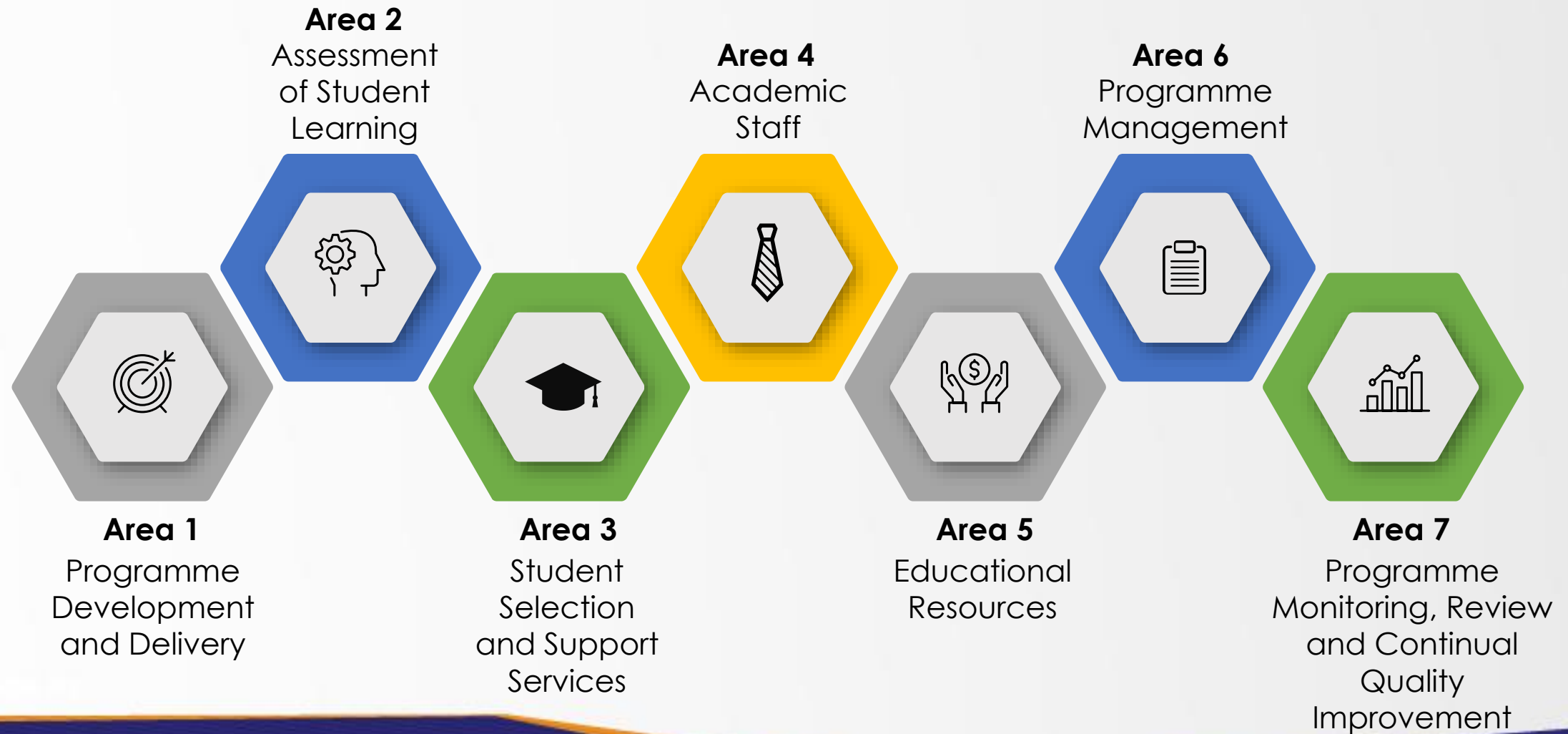# Code of Practice for Programme Accreditation (COPPA), 2nd Edition, 2019

Number of Standards

Area 2
Assessment of Student Learning

11

Area 4
Academic Staff

15

Area 6
Programme Management

16

Area 1
Programme Development and Delivery

17
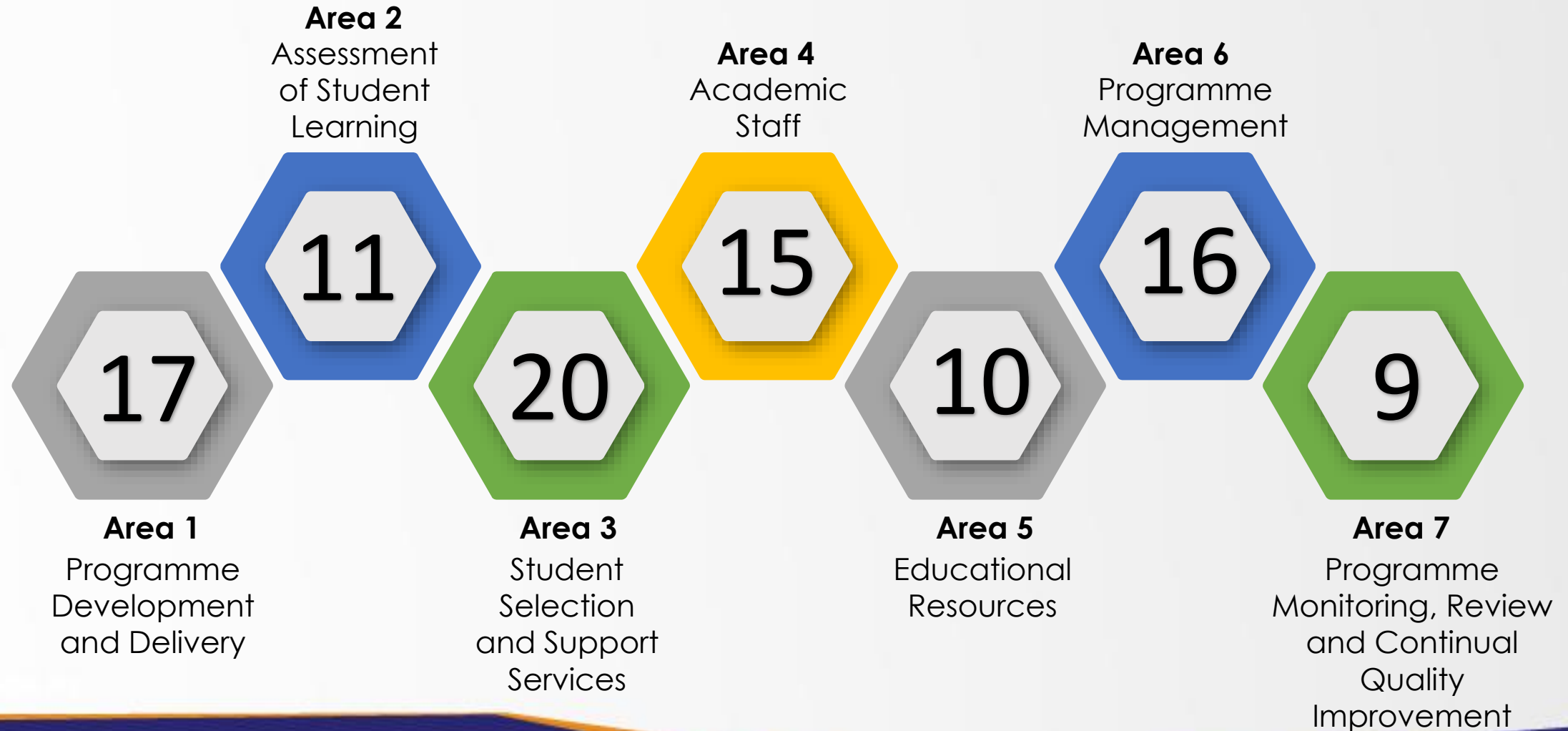
Area 3
Student Selection and Support Services

20

Area 5
Educational Resources

10

Area 7
Programme Monitoring, Review and Continual Quality Improvement

9

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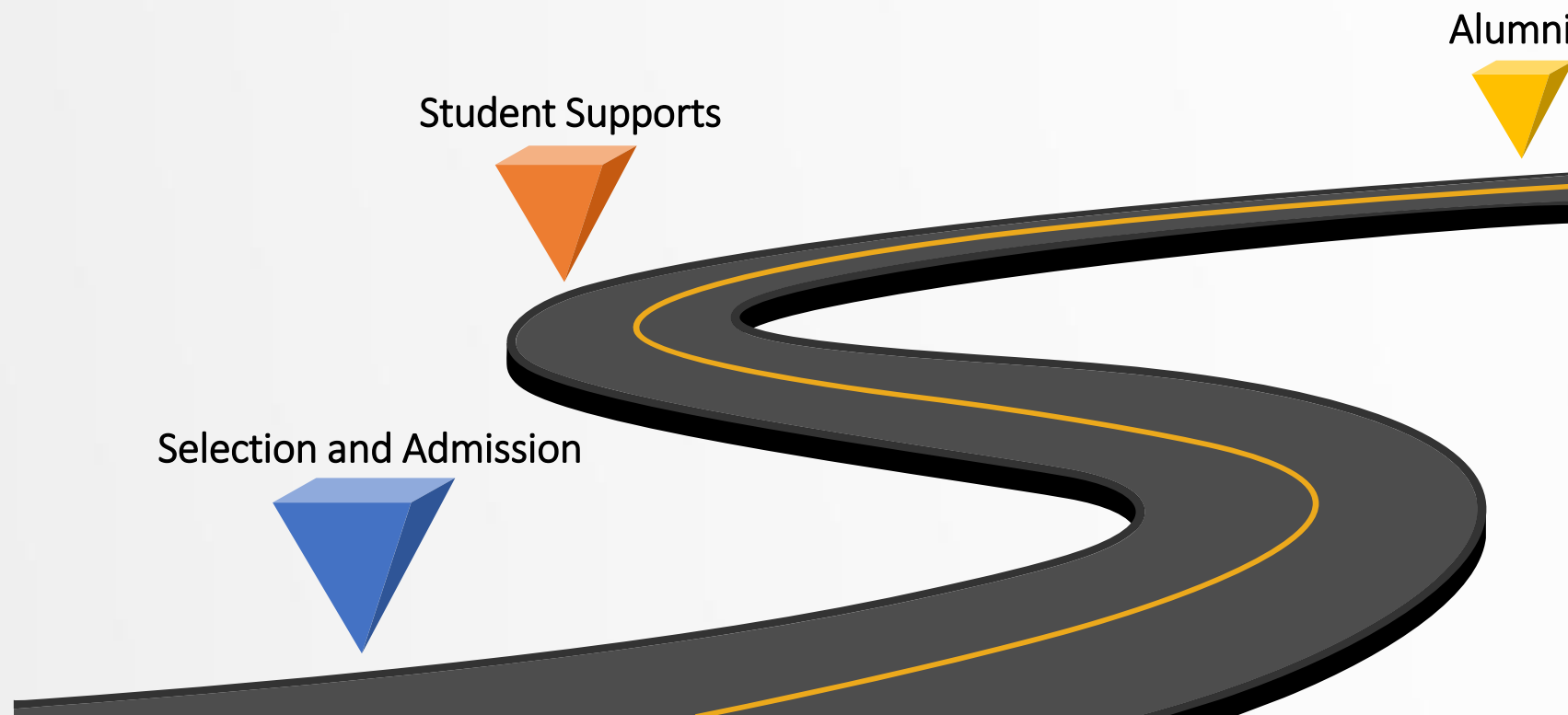
Area 3 Standards

3.1 Student Selection — 5 Standards

3.2 Articulation and Transfer — 2 Standards

3.3 Student Support Services — 8 Standards

3.4 Student Representation and Participation — 4 Standards

3.5 Alumni — 1 Standard

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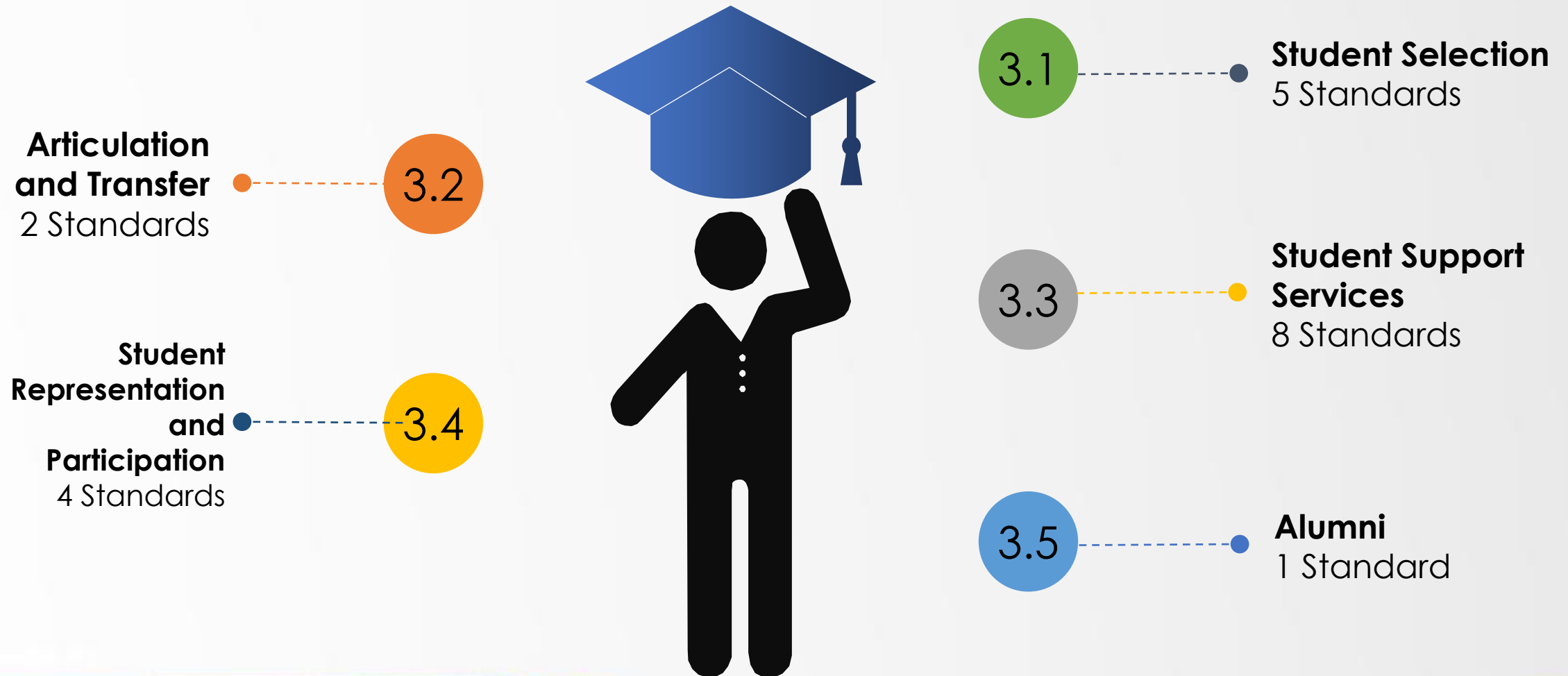
3.1 Student Selection

3.1.1 The programme must have clear criteria and processes for student selection (including that of transfer students) and these must be consistent with applicable requirements.

- Entry requirement
- Selection procedure
- Samples of randomly selected 10 students (for FA)

3.1.2 The criteria and processes of student selection must be transparent and objective.

- Entry requirement
- Selection procedure
- Published information

3.1.3 Student enrolment must be related to the capacity of the department to effectively deliver the programme.

- Staff-student ratio according to program standard and *Garis Panduan Beban Staf Akademik*
- Describe how the size of student is determined in relation to the capacity

3.1 Student Selection

3.1.4 There must be a clear policy, and if applicable, appropriate mechanisms for appeal on student selection.

- Procedure to appeal
- Appeal platform

3.1.5 The department must offer appropriate developmental or remedial support to assist students, including incoming transfer students who are in need.

- Academic advisors report
- Development programs e.g. Mentor Mentee, workshops, talk, etc.

3.2 Articulation and Transfer

3.2.1 The department must have well-defined policies and mechanisms to facilitate student mobility which may include student transfer within and between institutions as well as cross-border.

- Policies and procedure on student mobility, exchanges and transfers, nationally and internationally
- Record of students exchange programme

3.2.2 The department must ensure that the incoming transfer students have the capacity to successfully follow the programme.

- Entry requirement for transfer students
- Records of transfer students
- Sample of transfer students

*Standards in this area must be read together with policies by Ministry of Higher Education (MOHE)

3.3 Student Support Services

3.3.1 Students must have access to appropriate and adequate support services such as physical, social, financial, recreational and online facilities, academic and non-academic counselling, and health services.

- List of facilities and qualified personnel that provide the services
- Platforms for students' welfare: *Bahagian Hal Ehwal Pelajar (BHEP)*
- SuFO (part B) - students feedback on Facilities

3.3.2 There must be a designated administrative unit with a prominent organisational status in the HEP responsible for planning and implementing student support services and staffed by individuals who have appropriate experience.

- Organization structure on Students Affairs Unit of the faculty
- Counselling Unit

3.3.3 An effective induction to the programme must be available to new students with special attention given to out-of-state and international students as well as students with special needs.

- Orientation program e.g. *Minggu Destini Siswa, Taklimat Pelajar Baru* etc.

3.3 Student Support Services

3.3.4 Academic, non-academic and career counselling must be provided by adequate and qualified staff.

- Counsellor curriculum vitae
- Academic advisor scope of work
- Relevant forms and monitoring procedure
- Reports from Counselling Unit and academic advisors

3.3.5 There must be mechanisms that actively identify and assist students who are in need of academic, spiritual, psychological and social support.

- Zakat, Waqaf & Sedeqah programmes conducted by ACIS
- Assistance provided by the BHEP, UiTM
- Students' activities on academic, social support, etc.
- Student Affairs Unit organizational chart and relevant procedures

3.3.6 The HEP must have clearly defined and documented processes and procedures in handling student disciplinary cases.

- Procedures on handling student disciplinary case at UiTM level

3.3 Student Support Services

3.3.7 There must be an active mechanism for students to voice their grievances and seek resolution on academic and non-academic matters.

- Platform provided by the programme for students' complaints
- SuFO
- Procedures to appeal on academic and non-academic matters

3.3.8 Student support services must be evaluated regularly to ensure their adequacy, effectiveness and safety.

- Maintenance reports
- Report from Occupational, Safety and Health (OSH) Unit
- Activities related to OSH

3.4 Student Representation and Participation

3.4.1 There must be well-disseminated policies and processes for active student engagement especially in areas that affect their interest and welfare.

- Procedures to conduct students activities
- Activities of students' engagement for example, students associations, *Majlis Perwakilan Pelajar(MPP)* election process

3.4.2 There must be adequate student representation and organisation at the institutional and departmental levels.

- MPP, Students Associations

3.4.3 Students must be facilitated to develop linkages with external stakeholders and to participate in activities to gain managerial, entrepreneurial and leadership skills in preparation for the workplace.

- Co-curriculum activities
- Industrial training, career talk, soft skill programme, industrial talk etc.

3.4.4 Student activities and organisations must be facilitated to encourage character building, inculcate a sense of belonging and responsibility, and promote active citizenship.

- Procedures to conduct students activities
- Minutes of Meeting (that endorse the funding for activities)
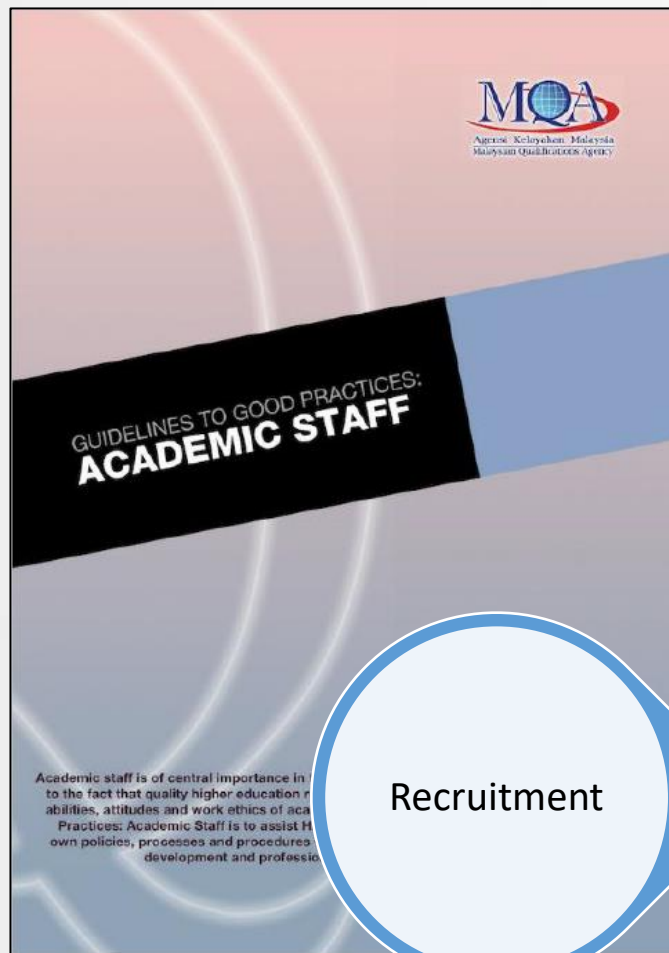- Students' activities reports

3.5 Alumni

3.5.1 The department must foster active linkages with alumni to develop, review and continually improve the programme.

- Alumni activities
- Registration of Alumni Society with Registrar of Societies (ROS) (if any)
- Involvement of alumni in programme development or programme review

04

Academic Staff

GUIDELINES TO GOOD PRACTICES:
ACADEMIC STAFF

Academic staff is of central importance in [...]
to the fact that quality higher education r[...]
abilities, attitudes and work ethics of aca[...]
Practices: Academic Staff is to assist H[...]
own policies, processes and procedures [...]
development and professio[...]

Recruitment → Management → Development → Professional Services

Area 4 Standards

4.1 **Recruitment and Management**
8 standards

4.2 **Service and Development**
7 standards

4.1 Recruitment and Management

4.1.1 The department must have a clearly defined plan for its academic manpower needs that is consistent with institutional policies and programme requirements.

- Academic staff planning according to the needs of the programme

4.1.2 The department must have a clear and documented academic staff recruitment policy where the criteria for selection are based primarily on academic merit and/or relevant experience.

- Procedures on recruitment of academic staff

4.1.3 The staff–student ratio for the programme must be appropriate to the learning-teaching methods and comply with the programme standards for the discipline.

- According to prograame standards and *Garis Panduan Beban Staf Akademik*
- Staff-student ratio: convert part-time staff to full-time equivalent using a normal full-time staff workload (hours per week)
- Number of enrolment projection (for PA)

4.1 Recruitment and Management

4.1.4 The department must have adequate and qualified academic staff responsible for implementing the programme. The expected ratio of full-time and part-time academic staff is 60:40.

- Staff Curriculum Vitae
- Table 5 showing the involvement of staff with the programme
- Provide information on turnover of academic staff (for FA only)

4.1.5 The policy of the department must reflect an equitable distribution of responsibilities among the academic staff.

- Appointment letter and term of reference for core responsibilities
- ATP and HEA policy on ATP
- Samples of 10% of lecturers ATP representative of each grade (VK: 54/53 : 52/51 : 45) with ratio of 1:3:4:2

4.1.6 The recruitment policy for a particular programme must seek diversity among the academic staff in terms of experience, approaches and backgrounds.

- Recruitment policy on diversity

4.1 Recruitment and Management

4.1.7 Policies and procedures for recognition through promotion, salary increment or other remuneration must be clear, transparent and based on merit.

- Policies on recognition through promotion, salary increment, or other remuneration,
- Minute of relevant meetings
- How are these made known?

4.1.8 The department must have national and international linkages to provide for the involvement of experienced academics, professionals and practitioners in order to enhance learning and teaching in the programme.

- MoU/MoA/NDA
- Letter of Intent (LoI) to collaborate
- Report from ICAN Unit

4.2 Service and Development

4.2.1 The department must have policies addressing matters related to service, development and appraisal of the academic staff.	4.2.2 The department must provide opportunities for academic staff to focus on their respective areas of expertise.	4.2.3 The HEP must have clear policies on conflict of interest and professional conduct, including procedures for handling disciplinary cases among academic staff.	4.2.4 The HEP must have mechanisms and processes for periodic student evaluation of the academic staff for quality improvement.
• Appraisal procedure • List of staff promoted in the last 5 years • Minutes of meeting *Jawatankuasa Kesepakaran* • MyATP and HR2U appraisal	• List of lecturers' training hours • Report on staff involvement in academic affairs matters, supervision, research, publications, consultancy etc.	• Integrity policies • *Buku Etika Pensyarah* • *DNA Integriti*	• SuFO • Samples of SuFO from 10% of total academic staff

4.2 Service and Development

4.2.5 The department must have a development programme for new academic staff and continuous professional enhancement for existing staff.

- List of training attended by staff
- Training need analysis report
- Induction programme for new academic staff
- Policy on 42 hours training requirement

4.2.6 The HEP must provide opportunities for academic staff to participate in professional, academic and other relevant activities, at national and international levels to obtain professional qualifications to enhance learning-teaching experience.

- List of staff undergone industrial attachment for professional qualification requirement
- Involvement with professional bodies activities at national or international level

4.2.7 The department must encourage and facilitate its academic staff to play an active role in community and industrial engagement activities.

- Procedure related to staff involvement with community and industrial engagement activities
- Staff involvement in ICAN activities
- Staff secured community grants

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Menyerlahkan Potensi
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