

HANDBOOK

QUALITY VERIFICATION CENTRE (QVC)

2025



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1. Introduction

1.1. Purpose of the Handbook

This handbook serves as an official reference document developed by the Quality Verification Centre (QVC) of Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) to support the effective implementation of the Quality Verification (QV) process for Stand-Alone Micro-Credentials (SAMC) in alignment with the Malaysian Qualifications Agency (MQA) Guidelines to Good Practices: Quality Verification of Stand-Alone Micro-credentials. The primary purposes of this handbook are as follows:

- i. To provide clear and structured guidance to SAMC providers on the procedures, requirements, and documentation involved in submitting applications for quality verification.
- ii. To support assessors by outlining the criteria, responsibilities, and evaluation processes in conducting assessments of SAMC submissions based on the Malaysian Qualifications Framework (MQF), complemented by subject matter expertise and industry-relevant standards.
- iii. To assist QVC administrative staff in managing, coordinating, and monitoring the end-to-end QV workflow in accordance with the client charter and institutional policies.

1.2. Definitions of QVC and SAMC.

1.2.1. Definition and General Principles of QVC

Quality Verification Centres (QVCs) are entities that fulfil the conditions stipulated in the Guidelines to Good Practices: Quality Verification of Stand-Alone Micro-Credentials (GGP of SAMC) and are authorised by the Malaysian Qualifications Agency (MQA) to undertake the quality verification of Stand-Alone Micro-Credentials (SAMCs) for a specified duration. In this context, the Quality Verification Centre of Universiti Malaysia Pahang Al-Sultan Abdullah (QVC UMPSA) is an entity appointed by MQA, with effect from 29 May 2025, to conduct quality verification of SAMCs in accordance with the GGP. QVC UMPSA serves as a centralised platform to ensure that SAMCs are designed, delivered, and assessed in alignment with the Malaysian Qualifications Framework (MQF), Outcome-Based Education (OBE) principles, and national quality standards. Through a transparent, systematic, and independent verification process involving qualified subject matter experts (SMEs) and OBE/MQF experts, QVC UMPSA supports providers nationwide in enhancing the credibility, recognition, and transferability of micro-credentials, while contributing to

the advancement of flexible higher education and lifelong learning in Malaysia. The quality verification of SAMC is guided by key principles to ensure a fair, transparent, and credible process. These include transparency in procedures, consistency in applying standards, and credibility through qualified assessors. The process must align with the Malaysian Qualifications Framework (MQF), be based on evidence, and prioritize learner needs. Providers are also accountable for maintaining quality and engaging in continuous improvement.

The **objectives** of QVC UMPSA are as follows:

- i. To ensure the integrity and quality of SAMCs through a transparent, impartial, and standardized verification process.
- ii. To ensure all SAMC submissions comply with the Malaysian Qualifications Framework (MQF), Outcome-Based Education (OBE) principles, and the Guidelines to Good Practices (GGP).
- iii. To support the Malaysian Qualifications Agency (MQA) in the recognition and registration of verified SAMC courses.

The **key functions** undertaken by QVC UMPSA are outlined below:

- i. To receive and screen SAMC applications submitted by qualified providers to ensure that all required information is complete before proceeding to evaluation.
- ii. To identify, appoint, brief, and manage qualified assessors, including SMEs and OBE/MQF Experts, to evaluate SAMC submissions.
- iii. To manage and monitor the end-to-end SAMC application process according to the timelines and service standards outlined in the client charter.
- iv. To review the assessment reports and recommendations and make a final decision whether to approve (quality verify), return for revision, or reject the SAMC submission.
- v. To submit the details of quality-verified SAMCs to MQA for official registration or record-keeping.
- vi. To monitor the implementation and delivery of quality-verified SAMCs to ensure continued compliance with the QVC governance, SOPs, and reporting.

1.2.2. Definition and General Principles of SAMC

SAMC is a digital certification of assessed knowledge, skills, and competencies in a narrow or specific area or field to support the learners' professional, technical, academic, and personal development. However, these MCs are not part of any accredited programme but can still be recognised for credits within any accredited academic programme. The SAMCs shall include all kinds of short courses designed and delivered by the HEPs, private institutions, industries, and government agencies for skilling, upskilling, and/or reskilling of the workforce, students, and graduates. It may also include courses inspired by modules in MQA-accredited programmes.

SAMCs must follow key **general principles** to be eligible for verification. These include being:

- i. **Credit** – Only SAMCs that are designed for a minimum of 1 credit equivalent to 40 hours of notional learning time or effort shall be considered under this handbook. Any notional hours of learning beyond this minimum shall be in increments of 40 hours. The notional learning time comprises a combination of face-to-face, independent learning, and assessment. This notional learning time or effort includes the total effort in hours required of learners before, during, and even after the delivery of the SAMC by a provider.
- ii. **Outcome/competency-centred** – The attainment of the learning outcomes/competency (skills, attitudes or competencies) should be demonstrated through suitable assessment methods and reported in a user-friendly format.
- iii. **Demand / Industry-driven** – SAMCs should be designed and delivered in response to the demands of the learners, employers, or industries for **short and focused skill sets, knowledge, and technologies** that are required for upskilling and reskilling of the workforce.
- iv. **Personalisation** – The mode of delivery, the pace of learning, and assessment methods should be appropriately personalised for optimal learning by different learners.
- v. **Digital Credentials** – Learners should receive a digital credential upon successful completion of a SAMC as **a form of credential and evidence of the outcome** that can include the information of the name of the individual, the issuer, the date of issuance, the

expiry date (if applicable), the specific skills acquired, and the learning artefacts.

- vi. **Secure and Shareable Credentials** – The SAMC credentials should be shareable across multiple platforms including social media, email, blogs, and resumes with verification and authentication features built into them.
- vii. **Transparency** – The providers of SAMCs should furnish complete and clear information on the courses that encompass SAMC objectives, outcomes (knowledge, skills, and attitudes), mode of delivery, hours of learning, content, assessments, credits, recognitions, pathways, articulation, and endorsements to the learners and other authorised users for purposes of evaluation and recognition.
- viii. **Stackable** – The SAMC should be able to integrate into a larger portfolio of competencies or certification or qualification, providing options for learners who wish to obtain a formal qualification or achieve mastery of a larger set of skills or knowledge set.
- ix. **Learning-on-Demand** – Adaptability of MCs enables learners to acquire knowledge just-in-time, just enough, and just-for-me (personalised), allowing learners to start and continue the process of earning MCs on their own time and pace.
- x. **Flexible Learning Pathway** – SAMC providers should identify different career and academic pathways for the learners to use as a guide in shaping their own goals.
- xi. **Self-directed Learning** – SAMCs may be delivered through asynchronous online, blended, hybrid, or face-to-face modes; however, asynchronous online delivery is particularly effective in promoting independent and self-paced learning, especially when developed as self-instructional modules (SIM) that apply sound instructional design principles to guide learners through their learning journey.
- xii. **Assessment of outcome** – SAMCs should adopt appropriate and credible assessment methods that enable learners to authentically demonstrate the acquisition of knowledge, skills, and attitudes.
- xiii. **Verification/Authentication** – SAMCs should be awarded with secure, transparent, and portable digital credentials (see **Appendix 1** for reference) upon successful completion, containing standardised key information, usable for multiple purposes such as credit accumulation, skills recognition, and transfer across institutions or employers, and supported by trusted authentication mechanisms (e.g. open digital badges or blockchain) to enable

easy sharing and global recognition. The minimum information that should be contained in the digital credentials is as follows:

- Credential name
- Credential URL
- Credential criteria
- Credential image/visual
- Credential Issuer
- Credential Issue date
- Credential Recipient
- Credential Tags
- Credential Alignment (Standards if applicable)
- Credential Expiration date (if applicable)
- Credential Evidence URL

2. Governance and Organization of QVC UMPSA

2.1. Organisational Structure

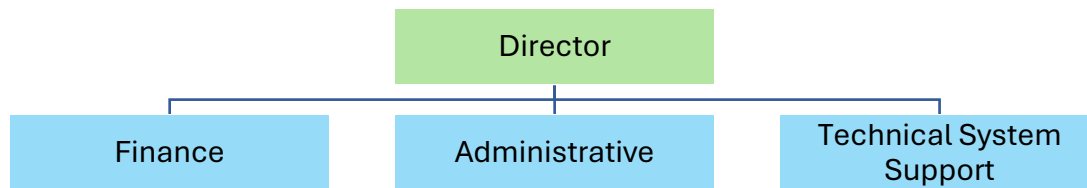


Figure 1: QVC UMPSA Organizational Chart

2.1.1. Director of QVC UMPSA

The Director of QVC UMPSA is appointed by the Vice-Chancellor of UMPSA and holds a role in ensuring the effective operation, integrity, and credibility of the quality verification process for SAMC. The Director is responsible for the overall coordination, strategic direction, and administrative oversight of the QVC UMPSA. Key responsibilities include:

- i. The Director oversees the operations of the QVC UMPSA, ensuring that all verification activities are carried out efficiently, in compliance with MQA guidelines, and the Handbook of QVC UMPSA.
- ii. The Director supervises the entire SAMC review and evaluation process, including the screening of applications, appointment of assessors, and the final decision-making workflow to ensure consistency and adherence to quality standards.
- iii. The Director acts as the primary liaison between UMPSA, the MQA, and SAMC providers. This includes communicating QVC decisions, clarifying policy matters, and representing UMPSA in relevant discussions or audits.
- iv. The Director leads and manages the QVC UMPSA administrative team, allocating tasks appropriately and ensuring that human and financial resources are utilized effectively. This includes budget planning and operational reporting.
- v. The Director prepares and presents regular updates, performance reports, and recommendations to the management, supporting strategic oversight and continuous improvement of the verification process.
- vi. The Director is accountable for upholding the integrity, transparency, and impartiality of the quality verification process,

while continuously improving its efficiency through process review, capacity building, and the adoption of best practices.

vii. The Director will be supported by three main units: Administrative, Finance, and Technical Support.

2.1.2. Administrative Support

Key responsibilities of administration support include:

- i. Coordinate approval of paperwork and documentation.
- ii. Manage logistics for workshops and training sessions.
- iii. Pre-screen applications submitted by providers to ensure completeness and eligibility.
- iv. Identify and coordinate internal/external evaluators, including preparation of announcements, initial filtering, and relevant documents (CVs, certificates, etc.).
- v. Create and manage system accounts for evaluators and relevant stakeholders.
- vi. Assist evaluators during the assessment process by providing necessary information and support.
- vii. Review completed evaluations and escalate to the Director for approval.
- viii. Notify providers of the assessment outcome in a timely and accurate manner.
- ix. Ensure approved courses are listed with MQA.

2.1.3. Finance Support

Key responsibilities of finance support include:

- i. Process payments to evaluation panel members.
- ii. Handle payments to the MQA.
- iii. Prepare and submit monthly reports to the Director.
- iv. Manage invoices and quotations.
- v. Monitor the payment status of providers.
- vi. Support payment processing.

2.1.4. Technical System Support

Key responsibilities of technical system support include:

- i. Design, maintain, and troubleshoot the QVC's digital platform or database system used for managing SAMC submissions, reviews, and reporting.
- ii. Support data collection, analysis, and preparation of reports or dashboards related to application status, turnaround time, and performance indicators.

2.2. Function of QVC

- i. To receive and screen SAMC applications submitted by qualified providers to ensure that all required information and descriptions in the Handbook of QVC UMPSA are complete before proceeding to evaluation.
- ii. To identify, appoint, brief, and manage qualified assessors, including SMEs and OBE/MQF Experts, to evaluate SAMC submissions.
- iii. To manage and monitor the end-to-end SAMC application process according to the timelines and service standards outlined in the client charter.
- iv. To review the assessment reports and recommendations and make a final decision whether to approve (quality verify), return for revision, or reject the SAMC submission.
- v. To submit the details of quality-verified SAMCs to MQA for official registration or record-keeping.
- vi. To monitor the implementation and delivery of quality-verified SAMCs to ensure continued compliance with the QVC governance, SOPs, and reporting.

2.3. Expert Resources

The QVC UMPSA shall appoint two (2) assessors for each SAMC application; one assessor must be an SME, and one assessor must be an OBE/MQF Expert.

2.3.1. SME

Subject Matter Experts (SMEs) are appointed based on their recognised expertise, qualifications, and professional experience in the relevant discipline or industry sector of the proposed Stand-Alone Micro-Credential (SAMC). SMEs are responsible for evaluating the academic or technical content of the SAMC, including the relevance, depth, currency, and coherence of the subject matter, as well as the appropriateness of the learning outcomes, learning activities, and assessment methods in relation to the intended knowledge, skills, and competencies to be

achieved. In addition, SMEs are required to attend and complete training conducted by QVC UMPISA on the determination of credit values and Malaysian Qualifications Framework (MQF) levels to ensure informed and consistent evaluations.

- i. Key responsibilities of SMEs include:
 - a. Evaluate Course Content Relevance and Outcome Alignment
 - Review whether the course content accurately reflects the stated learning outcomes and is both current and relevant to the subject area.
 - Ensure that the content supports the intended learning goals at the claimed MQF level, using up-to-date terminology, knowledge, and practices.
 - b. Assess Delivery Method Suitability
 - Evaluate the delivery method (e.g., online, blended, face-to-face) for its appropriateness in relation to the course content and learner profile.
 - Confirm that the method promotes engagement and is feasible for learners to achieve the intended outcomes.
 - c. Review Evidence of Pilot Implementation or Learner Engagement
 - Check whether the course has been piloted or includes evidence of learner engagement, such as feedback, participation records, or reflection activities.
 - d. Assess the References, Case Studies, and Examples
 - Examine the quality and relevance of references used in the course materials, as well as case studies or examples.
 - e. Check Alignment with Industry or Professional Standards
 - Verify that the SAMC aligns with industry best practices, current trends, or the expectations of professional bodies, where applicable.
 - This ensures the SAMC is meaningful and valuable to learners in workplace or certification contexts.

Required Qualifications and Experience:

- If the SME is from a Higher Education Provider (HEP), the SME must hold at least a master's degree in the relevant field.
- If the SME is from industry, the SME must hold at least a bachelor's degree with a minimum of five (5) years of relevant working experience in the related field.

2.3.2. OBE/MQF Experts

OBE/MQF Experts are required to attend and complete relevant training conducted by the MQA or equivalent professional and accreditation

bodies, such as the Engineering Accreditation Council (EAC), the Engineering Technology Accreditation Council (ETAC), and the Malaysian Board of Technologists (MBOT), to ensure consistency with national quality assurance practices and standards. These experts are responsible for evaluating SAMCs in terms of programme design, credit equivalence, and alignment with the MQF.

- i. Key responsibilities of OBE/MQF Experts include:
 - a. MQF Level and Credit Hour Identification
 - Evaluate whether the claimed MQF level is appropriate based on the learning outcomes, complexity, and depth of the SAMC.
 - Confirm that the credit value is correctly derived using MQA's standard of 40 notional learning hours per credit and reflects the actual workload.
 - b. Learning Outcomes Mapping to MQF Domains and Level Descriptors
 - Assess whether the SAMC's learning outcomes (LOs) are clearly written and accurately mapped to the MQF domains and level descriptors (e.g., knowledge, practical skills, values).
 - Ensure that LOs are logically aligned with the intended MQF level and use Outcome-Based Education (OBE) language and structure.
 - c. Assessment Methods Aligned with Learning Outcomes (OBE Principles)
 - Verify that the assessment strategies (formative and summative) are clearly aligned with each learning outcome.
 - Confirm that assessments apply OBE principles, such as constructive alignment, authentic assessment, and clear rubrics, to measure student achievement effectively.
 - d. Structure and Duration Consistency with Credit Claim
 - Review the overall structure, learning activities, and duration of the SAMC to ensure they are consistent with the credit value claimed.
 - Check that the course design reflects a realistic and balanced distribution of notional hours (including direct instruction, self-learning, and assessment).
 - e. Declaration of Independence
 - Provide a formal declaration confirming that the assessor is not involved in the design, development, or delivery of the SAMC under evaluation.
 - This ensures objectivity, transparency, and avoidance of conflict of interest in the quality verification process.
 - f. Completeness of Documentation

- Confirm that all required supporting documents are submitted and complete, including the assessment rubrics.

Required Qualifications and Experience:

- Possession of a relevant academic qualification in a master's degree or higher.
- Minimum 3 years' experience in the education field.

2.3.3. Process of Appointment of SME and OBE/MQF Expert

The appointment of SME and OBE/MQF Expert by QVC UMPSA is conducted through a structured and transparent process to ensure the selection of qualified, competent, and impartial assessors for the quality verification of Stand-Alone Micro-Credentials (SAMCs). Potential experts are identified based on predefined eligibility criteria, including relevant qualifications, professional experience, expertise, and prior training requirements. Upon identification, formal appointments are issued, and appointed experts are briefed on their roles, responsibilities, and ethical obligations, including confidentiality and conflict-of-interest declarations. The detailed workflow and stages of the appointment process are illustrated in the flowchart provided in **Appendix 2**.

3. Scope of Quality Verification

This section outlines the scope and boundaries of quality verification undertaken by QVC UMPSA, including the types of Stand-Alone Micro-Credentials (SAMCs) eligible for verification, applicable limitations, and the reference documents and standards governing the verification process. It clarifies what falls within and outside the mandate of QVC UMPSA to ensure consistency, transparency, and appropriate expectations among stakeholders.

3.1. Types of Stand-Alone Micro-Credentials

QVC UMPSA may verify Stand-Alone Micro-Credentials (SAMCs) across various fields of study, in accordance with national education classification standards. These include, but are not limited to, the following domains:

- i. Education
- ii. Arts and Humanities
- iii. Social Sciences, Journalism, and Information
- iv. Business, Administration, and Law
- v. Natural Sciences, Mathematics, and Statistics
- vi. Information and Communication Technologies
- vii. Engineering, Manufacturing, and Construction

3.2. Limitations of Quality Verification

- i. The QVC UMPSA is authorized to conduct verification for SAMCs aligned to MQF Levels 3 (Certificate) to Level 8 (Doctoral Degree/ Doctor of Philosophy).
- ii. QVC UMPSA may verify SAMCs from the qualified SAMC provider.
- iii. SAMCs which are related to foundation studies or about internships, practical/industrial training, final year project, or research shall not be accepted for quality verification.

3.3. Reference Documents and Standards

- i. Guidelines to Good Practices: Quality Verification of Stand-Alone Micro-credentials First Edition 2023
- ii. Malaysian Qualifications Framework (MQF) Second Edition (2024)

4. Policies and Quality Verification Processes

This section outlines the policies regarding the criteria for qualified SAMCs, the verification process, and the validity of certification.

This section is to be read in conjunction with **Section 2** of the GGP: QVSAMCs.

4.1. Duration and Size of SAMCs

Only SAMCs that are designed for a minimum of 40 hours of notional learning time or effort shall be considered. For QVC UMPSA, any notional hours of learning beyond this minimum shall be in increments of 40 hours (1 credit). The notional learning time comprises a combination of face-to-face, independent learning, and assessment. This notional learning time or effort includes the total effort in hours required of learners before, during, and even after the delivery of the SAMC by a provider. SAMC providers need to clearly specify the duration and size of each SAMC in the QVC UMPSA system.

4.2. Eligible SAMC Providers

Only SAMCs delivered by registered and authorised entities with at least ONE (1) completed cohort of learners shall be deemed as qualified providers. Upon applying, the SAMC provider should attach proofs of related assessments and grading for one (1) previously completed cohort of learners. Registered and authorised entities include HEPs, government departments, statutory bodies, companies, associations, cooperatives, and other formal establishments whose functions, among others, relate to the provision of SAMCs for the professional development of their members or their target groups.

4.3. Credit Transfer for Quality-Verified SAMCs

A SAMC by a provider that has been quality verified can be recognised by HEPs up to 70% of the credits in the applicable programme, subject to the credit transfer policies of MQA and the HEP. SAMC provider shall provide (but not compulsory) a list of possible credit transfer policies for the Quality-Verified SAMCs in the QVC UMPSA system.

4.4. Digital Credentials and the Malaysian Micro-Credentials Statement

SAMC providers must issue or plan for the issuance of digital credentials to the learners who have completed and passed the SAMC. This digital credential shall contain, as appropriate, the information stated in Section 1.2.1. Proofs of issuance of Digital Credentials and Malaysian Micro-Credentials Statement (MMS) should be uploaded to the QVC UMPSA System during the application.

4.5. Validity of Quality Certification of SAMCs

The quality verification granted to a SAMC shall be valid for no more than three (3) continuous years. The quality certification may end by voluntary withdrawal (refer to Section 6.3 of this handbook) or as a sanction imposed by QVC/MQA for violation of the terms of quality verification by a SAMC provider after due process.

5. SAMC Submission and Evaluation

This section outlines the requirements and procedures for submitting and evaluating Stand-Alone Micro-Credentials (SAMCs) to QVC UMPSA, including submission documentation, evaluation criteria, and the verification workflow involving appointed Subject Matter Experts (SMEs) and OBE/MQF Experts. It provides guidance on how SAMC applications are reviewed to ensure compliance with established quality standards before verification decisions are made.

This section is to be read in conjunction with **Section 5** of the GGP: QVSAMCs.

5.1. Submission Requirements

As a SAMC provider, the application must be submitted through the QVC UMPSA system. The platform will require quality management system (development policy and design processes, management of the delivery, assessment of learning, systems and resources, financial resources, training and educational resources, physical and virtual resources, instructor management policies and processes, learner experience, credential management system, monitoring, review and improvement, and digital credential), course information (title, outcomes, content, delivery mode, credits, MQF level), supporting documents (course outlines, assessments, rubrics, samples from at least one cohort), and proof of payment of evaluation fees.

Applications submitted to QVC UMPSA must not be concurrently submitted to, under evaluation by, or have been rejected by any other QVC appointed by MQA within the preceding six (6) months. Applications that do not meet this requirement shall not be evaluated.

Although SAMC providers may develop a stack or bundle of SAMCs for further studies or employment pathways, the quality verification of a SAMC does not constitute endorsement or approval of any stack or bundle. Quality verification is conducted strictly on an individual SAMC basis only. The SAMC submission checklist is attached to **Appendix 3**.

5.2. Evaluation Criteria

Each SAMC will be evaluated based on the following quality criteria:

- i. **Title** – Must accurately reflect the content, learning outcomes, and level (basic/intermediate/advanced).
- ii. **Intended Learning Outcomes (ILOs)** – Must be measurable, clear, and aligned with at least one MQF learning outcome.

- iii. **Delivery Strategies** – Instructional methods must be appropriate to the ILOs.
- iv. **Subject Matter** – Content must be suitable, current, and adequate.
- v. **Assessment of Learning** – Assessment methods (formative/summative) must be valid, reliable, fair, and aligned with ILOs. Rubrics and samples must be provided.
- vi. **Learning Time** – Clearly state total learning hours with justification.
- vii. **Credits** – 40 notional hours (1 credit). Additional credits in increments of 40 hours (1 credit).
- viii. **MQF Level** – Must specify the best-fit MQF level and justify alignment according to the Malaysian Qualifications Framework (MQF) Second Edition (2024).

The evaluation form for quality verification of SAMC is in **Appendix 4**.

5.3. Verification Process

This process flow for quality verification of SAMC is designed to ensure that all SAMCs submitted meet the required academic and quality assurance standards before approval of quality verification. The flowchart of the application process is in **Appendix 5**.

5.3.1. Submission by SAMC Provider

- i. The SAMC provider begins by registering and submitting all required documents via the QVC UMPSA system.
- ii. This submission, along with the payment fee, will proceed to the pre-screening stage.

5.3.2. Pre-Screening Phase

- i. QVC UMPSA performs pre-screening of submissions to ensure that all required documents and information are complete.
- ii. Only completed applications proceed to the appointment of assessors.
- iii. Incomplete submissions are returned to the provider for correction.
- iv. The pre-screening checklist for SAMC submissions, intended for use by administrative personnel, is the same as in **Appendix 3**.

5.3.3. Evaluation by SME and OBE/MQF Expert

- i. The SME reviews the academic or technical content of the SAMC submission to ensure alignment with current academic and

industry standards. The SME may recommend the application as recommended, recommended with revision, or rejected.

- ii. The OBE/MQF Expert reviews the accuracy, relevance, and alignment of the SAMC with the intended learning outcomes and the claimed MQF level, based on the evaluation form for quality verification of SAMCs. The OBE/MQF Expert may recommend the application as recommended, recommended with revision, or rejected.

5.4. Final Verification and Approval

The Director of QVC UMPISA grants the final approval. **Table 1** below provides general guidance for decision-making by the Director of QVC UMPISA; however, the final decision may differ from the table based on the assessors' feedback and professional judgement.

Table 1 General Decision-Making Guidelines for SAMC Quality Verification

Scale	SME Evaluation	OBE/MQF Expert Evaluation	Action
1.	Recommended	Recommended	The Director of QVC reviews the evaluation reports and makes the final approval decision.
2.	Recommended	Recommended with revision	The Director of QVC reviews the reports. The provider addresses the required revisions, after which the same OBE/MQF Expert conducts the second evaluation.
3.	Recommended with revision	Recommended	The Director of QVC reviews the reports. The provider addresses the required revisions, after which the same SME conducts the second evaluation.
4.	Rejected	Recommended	The Director of QVC reviews the reports and appoints a new SME for re-evaluation. If the second SME evaluation also results in rejection, the Director of QVC shall reject the application.
5.	Recommended	Rejected	The Director of QVC reviews the reports and rejects the application.

5.5. Submission to MQA for Listing

Following final approval, QVC UMPSA submits the quality-verified Stand-Alone Micro-Credential (SAMC) to the Malaysian Qualifications Agency (MQA) through the designated channel or digital portal to enable official recognition and listing in the national SAMC public registry. This listing allows the SAMC to carry verified status for purposes such as credit transfer, learner recognition, and institutional or provider promotion. QVC UMPSA also maintains the relevant internal records and formally notifies the provider upon successful listing.

5.6. Resubmission of SAMC Application

For rejected applications, the provider may resubmit an improved application as a new submission to any QVC appointed by MQA, including QVC UMPSA, only after a minimum period of six (6) months from the date of rejection.

6. Post-Approval Quality Verification

This section outlines the post-approval quality verification processes for SAMCs that have been verified by the QVC. It sets out the national requirements for ongoing monitoring, compliance, renewal, and withdrawal of SAMCs to ensure sustained quality and credibility. The validity of quality verification is conditional upon continuous compliance with QVC UMPSA and Malaysian Qualifications Agency (MQA) requirements throughout the approved verification period.

This section is to be read in conjunction with Section 6 of the GGP: QVSAMCs together with **Appendix 6** of this handbook.

6.1. Monitoring and Compliance

Monitoring is conducted periodically using a risk-based approach, with desktop reviews serving as the default method and onsite visits applied to high-risk or non-compliant providers. Accordingly, SAMC providers are required to submit the prescribed monitoring information in the second year of the approval period to demonstrate continued compliance with QVC UMPSA and MQA requirements.

6.1.1. Monitoring Tools and Indicators

Monitoring of approved SAMCs is conducted using the following tools and indicators, with information submitted through the QVC UMPSA System:

- i. **Periodic Activity Reports:** Submission of regular monitoring data regarding QV activities.
- ii. **Evidence of Learning & Credentialing:** Records of teaching materials, assessment samples (including rubrics/grading), and digital credential issuance.
- iii. **Learner Experience Data:** Quantitative and qualitative feedback regarding learner satisfaction and achievement of intended outcomes.
- iv. **Core Statistics:** Data on enrolment numbers and completion rates used to assess delivery effectiveness.
- v. **Quality Reviews:** Desk-based reviews or onsite visits (physical, virtual, or hybrid) conducted as necessary to verify evidence.

6.1.2. Monitoring Outcomes and Compliance Review

Following the monitoring process, if no issues are identified, the SAMC shall continue with its approved status. If minor issues are detected, the provider is required to implement corrective actions within a specified timeframe. In cases of suspected non-compliance, QVC UMPSA may

initiate an internal audit, which can include document review, interviews, and, where necessary, onsite visits. QVC UMPSA may also appoint an assessor to conduct a re-evaluation based on new evidence or corrective actions. Based on the outcome of the re-evaluation, QVC UMPSA may decide to:

- i. Continue the SAMC approval without conditions.
- ii. Continue the SAMC approval with conditions.
- iii. Revoke the SAMC approval if non-compliance is serious, recurring, or cannot be rectified.

All decisions shall be formally recorded, communicated to the provider, and updated in the official SAMC registry, where applicable.

6.2. Renewal of Verification

Renewal of verification for approved SAMCs is conducted through the QVC UMPSA System.

- i. **Notification:** QVC UMPSA formally informs the SAMC provider of the upcoming expiration and invites them to indicate whether they wish to renew the SAMC for a subsequent approval cycle.
- ii. **Submission of Updated Documentation:** The provider submits updated materials demonstrating alignment with the latest Guidelines to Good Practices (GGP), Malaysian Qualifications Framework (MQF), and relevant industry practices.
- iii. **Confirmation and Payment:** The provider must settle the renewal fee to proceed with the verification process.
- iv. **Re-evaluation:** The SAMC undergoes a new verification cycle following QVC UMPSA's current policies and procedures.
- v. **Approval:** Once renewed, the SAMC receives a fresh three-year validity period. QVC UMPSA records the renewal and updates the national SAMC registry, which is maintained by MQA.

6.3. Withdrawal of SAMC

Withdrawal of a SAMC may take place in two forms:

- i. **Voluntary withdrawal:** A provider may request the withdrawal of an approved SAMC at any time by submitting formal notification to the QVC.

- ii. **Revocation:** QVC UMPSA or MQA may revoke the verification status of a SAMC if the provider breaches conditions or fails to comply with quality requirements, following due process.

Once a SAMC is withdrawn, whether voluntarily or by revocation, it will be removed from the official registry, and all related processes will be formally closed.

List of Appendices

Appendix 1: Digital Credential

Appendix 2: Flowchart for Appointment of Assessor

Appendix 3: SAMC Submission Checklist

Appendix 4: Assessor Evaluation Form

Appendix 5: Flowchart of SAMC Application Process

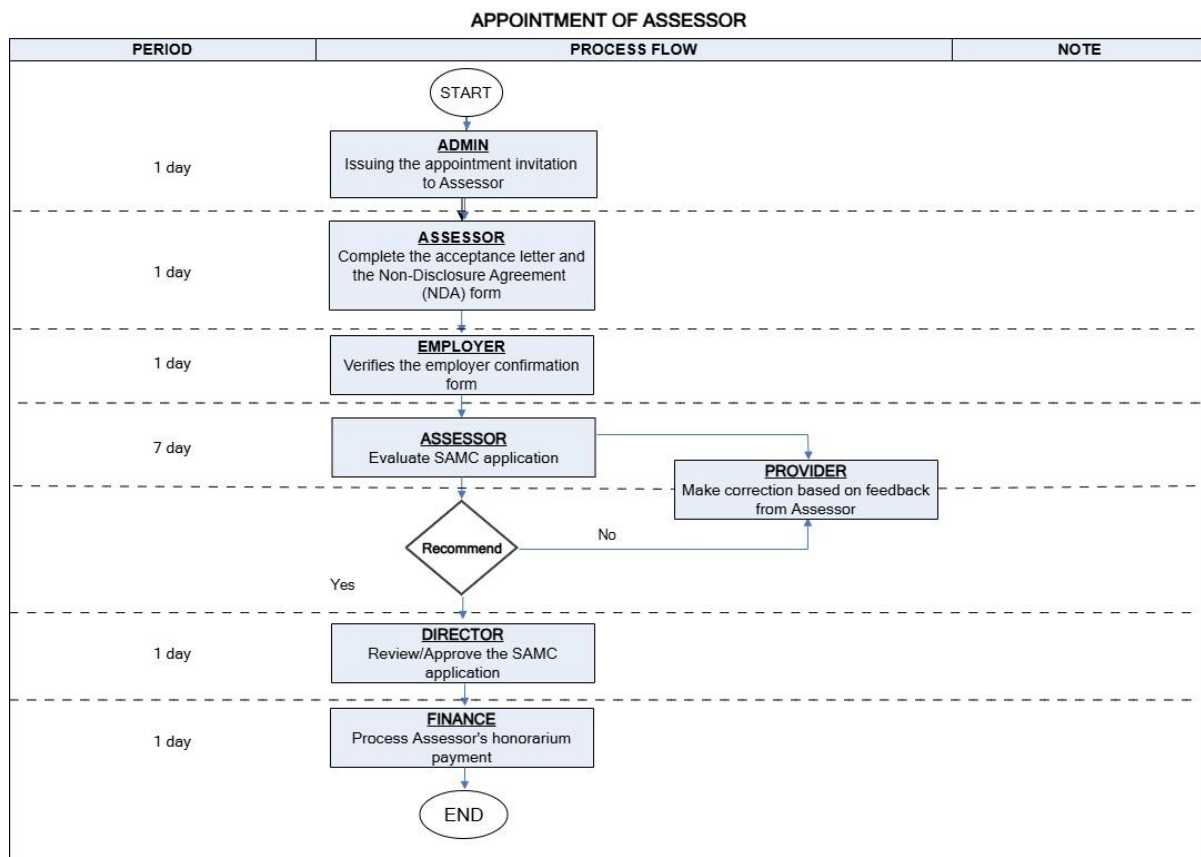
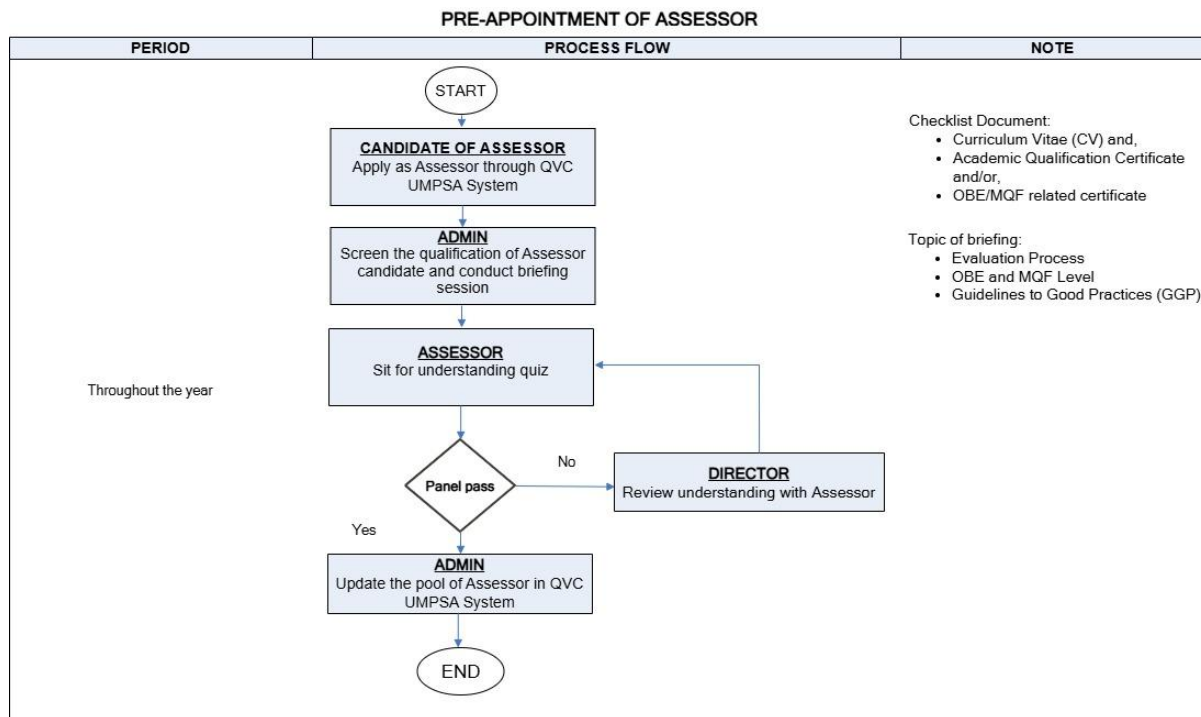
Appendix 6: Flowchart for Post Approval of SAMCs

DIGITAL CREDENTIAL

The following is the list of detailed information about the SAMC provided:

- 1. Title of SAMC**
- 2. Mode of delivery**
online, face-to-face, blended, remote etc
- 3. Medium of instruction**
the language used
- 4. MQF Level**
the best fit level for the SAMC
- 5. Intended Learning outcomes**
what the learner will know, be able to do and develops attitudes towards objects or subjects.
- 6. Learning Time (LT)**
the estimated time for average learners to successfully complete the SAMC.
- 7. MQF Credits**
1 credit = 40 notional hours of learning
- 8. Assessment outcome**
based on the system used
- 9. SAMC provider**
The entity which provides the SAMC.
- 10. Quality Verification**
by QVC and MQA

FLOWCHART FOR APPOINTMENT OF ASSESSOR



**SAMC SUBMISSION CHECKLIST
(FROM MQA: SAMC-01)**

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
PART A: GENERAL INFORMATION ON THE PROVIDER								
1.	Name of the Provider	-						
2.	Status of the provider	Organisation/company registration number higher education institution HEI, public agency, etc. (GGP: QVSAMC 2.1)						
3.	Establishment information	Establishment date, legal basis, and mandate/mission (GGP: QVSAMC 2.1)						
4.	Registration with regulating or funding bodies	Certificate or verification number to be provided/attached (GGP: QVSAMC 2.1)						
5.	Scope/type of business	The entity that is applying for the quality verification e.g. HEI (GGP: QVSAMC 2.1)						
6.	Name, Title and Designation of the Chief Executive Officer	-						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
7.	Name, Title and Designation of the Liaison Officer	-						
8.	Address(s) of the location where the SAMC is/to be conducted (if applicable)	-						
PART B: QUALITY MANAGEMENT SYSTEM OF THE PROVIDER (OFFERING THE SAMC)								
1.	Development policy and design processes	The provider must have documented policies, proper governance, structures (committees, teams), processes, and persons, by which the need for the SAMC is established, the SAMC is developed and designed to meet the needs or requirements of employers, industries, regulating, funding and other pertinent bodies. (GGP: QVSAMC 5.5)						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
2.	Management of the delivery	<p>The provider must have documented structures, policies, guides and processes for determining and managing the mode (online, blended, in-person), approach (guided instruction, self-instruction), delivery method (lectures, workshops, seminar) and strategies (didactic, active, immersive, collaborative etc.) of SAMC subject to the requirements of the employers, industries, regulating, funding and other pertinent bodies or good practices.</p> <p>Where the delivery involves collaboration with other parties including employees of trainees, the policies and means to formalise and manage these collaborations must be provided.</p> <p>(GGP: QVSAMC 5.7)</p>						
3.	Assessment of learning	<p>The provider must have policies, processes and mechanisms in place which;</p> <p>a) ensure the validity (alignment to outcomes), reliability (criteria and rubrics to ensure consistency), integrity (tasks to be given for trainees to demonstrate their achievement), authenticity (assessment tasks reflect real work challenges) and fairness of assessment methods (trainees are accorded right to appeal if aggrieved);</p> <p>b) describe the grading system (how you report on the achievement of trainees), and define the management of assessment (who is responsible for deciding, administering, grading and communicating);</p> <p>c) provide for security and safety of assessment related documents and artifacts before, during and after assessment;</p>						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
		d) secure the maintenance of key assessment outcome records for future reference). (GGP: QVSAMC 5.8)						
4.	Systems & resources	The policies, processes and procedures for the management of the SAMC including promotion, enrolment, withdrawal or deferment, attendance, instructor assignment, scheduling, teaching, learning, the use of the online platform, peer collaboration, assessment system – grading, pass threshold, reporting of achievement, resit/repeat, appeal, and the credentialing should be established, implemented and improved. These processes are normally described in the regulations and/or learner’s handbook or handout. These documentations must be provided to or be accessible to the learners. (GGP: QVSAMC 5.9)						
5.	Financial resources	The SAMC provider must have or have access to financial resources proportionate to the expected enrolment and needs of the SAMC to acquire and prepare all other inputs for the conduct of the SAMC as promised and/or required for effective delivery. (GGP: QVSAMC 5.10)						
6.	Training & educational resources	The SAMC provider must have or have access to the required training resources such as a suitable place and/or suitable virtual platforms for online and hybrid deliveries, notes, books, manuals, materials for group work, flip charts, writing boards,						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
		equipment, labs, software, recording devices and assistants to support the course delivery. (GGP: QVSAMC 5.11)						
7.	Physical and virtual resources	The SAMC provider must have or have access to suitable physical training place/s to conduct the SAMC which includes but not limited to classrooms, labs, seminar rooms, auditoriums, discussion and workshop rooms, halls etc. (GGP: QVSAMC 5.12)						
8.	Instructor/s management policies and processes	The provider must have processes and procedures for the identification, appointment, training (if needed to use the educational technology deployed), monitoring, performance evaluation of the instructors in delivering the SAMC and providing feedback for improvements. (GGP: QVSAMC 5.13)						
9.	Learner experience	The provider must collect information on the experience of learners at appropriate intervals to validate the delivery system. Both quantitative and qualitative information should ideally be solicited from the learners before, during and after the SAMC. This information should be used to assess the effectiveness of the delivery and improve the quality of the SAMC. (GGP: QVSAMC 5.14)						
10.	Credential management system	The provider must have or have arranged for the issuance of safe, secure, and portable digital micro-credentials, i.e., digital records for the trainees who have successfully completed the SAMC and passed the assessments. Such a credentialing						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
		<p>system must be secure, accessible, and free of fraudulent practices. The responsibility for the credentials remains with the provider even if a third party is contracted to provide the credential services. These digital credentials must be owned by or accessible (with or without customisable features) to the trainees)</p> <p>(GGP: QVSAMC 5.15)</p>						
11.	Monitoring, review & improvement	<p>The provider must have policies and mechanisms to monitor (collect key quality information on learner experiences), review (analysis of the data) and plan appropriate actions based on the analysis).</p> <p>(GGP: QVSAMC 5.16)</p>						
12.	Digital Credential	<p>Provide information on the nature of the MC provided to successful learners. Explain how the digital credential addresses all the requirements as stated in the GGP SAMC.</p> <p>Where the credential is provided by a third party;</p> <p>a) Proof of collaboration such as Memorandum of Agreement (MoA) between the offering entity and the credentialing body.</p> <p>b) Any other documents where relevant will support the application.</p> <p>(GGP: QVSAMC 5.15 & APPENDIX 2)</p>						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
13.	A sample of credentials that will be issued must be attached.	(GGP: QVSAMC 5.15 & APPENDIX 2)						
PART C: SAMC DESCRIPTION (GGP: QVSAMC 5.3)								
1.	Name of the SAMC Provider	-						
2.	Name of the SAMC	-						
3.	MQF level/levels	The SAMC in terms of ILO and assessment has the range and complexity of learning that best fits one or more of the 8 levels in the MQF						
4.	Duration (in hours)	Total expected learning time (LT)						
5.	Classification of knowledge, skills or attitude	-						
6.	Language of Instruction	-						
7.	Method of Instruction and Learning	-						
8.	Academic Credits	-						
9.	Prior knowledge/experience	Academic qualifications or prior experience or knowledge requirements						

NO.	DETAILS	SUPPORTING DOCUMENT	SAMC PROVIDER			QVC		
			YES	NO	COMMENT	YES	NO	COMMENT
10.	SAMC Course Outline	SAMC Synopsis, SAMC Intended Learning Outcomes & Mapping to MQF outcomes, Instructor's, Course Content Outline and Continuous Assessment.						
PART D: SAMPLE OF ASSESSMENTS								
1.	Quizzes, written tests, presentations, and/or any other suitable assessments aligned with the intended MQF level.	2 samples questions 2 samples answers, marking guide and/or assessment rubrics						
PART E: SAMC PROVIDER'S DECLARATION								
1.	Name, Designation, Date, Signature & Official Stamp	Need to specify who will declare?						

ASSESSOR EVALUATION FORM

Subject Matter Expert (SME)

Section A: Assessor Information

Name of Assessor: _____

Date of Evaluation: _____

SAMC Course Title: _____

Section B: SME Evaluation Form

Evaluation Criteria	Satisfactory (✓)	Comments
1. Stand-Alone Micro-Credential Title		
2. Credit(s)		
3. Category		
4. Malaysian Qualification Framework (MQF) Level		
5. Medium of Instruction (Language Used)		
6. Target Group		
7. Alignment to Industry/Societal Needs Justifications		
8. Synopsis		

Section C: Evaluation Criteria Checklist

(The application shall achieve a minimum rating of “Good” for each evaluation criterion to be recommended for approval.)

Evaluation Criteria	Satisfactory				Comments/ Justification
	Poor	Fair	Good	Excellent	
1. Course content matches stated outcomes and is current/relevant					
2. Delivery method appropriate to the course's nature and learner profile					
3. Pilot implementation or evidence of learner engagement (if applicable)					
4. Relevance of references, case studies, and examples					
5. Alignment with industry practices or professional standards					
6. Completeness of learning materials and content structure					

Section D: Recommendation

- Recommended for Approval
- Recommended with Revisions
- Not Recommended – Resubmission required

Additional Comments:

MQF/OBE Expert

Section A: Assessor Information

Name of Assessor: _____

Date of Evaluation: _____

SAMC Course Title: _____

Section B: MQF/OBE Evaluation Form

Evaluation Criteria	Satisfactory (✓)	Comments
1. Topic (s) (Topic, Learning Outcome(s), Delivery, Learning Attachment, Activity Attachment, Assessment Attachment, Total Hour)		
2. Criteria for Passing Courses (Assessment Outcome)		
3. Reference(s)		

Section C: Evaluation Criteria Checklist

(The application shall achieve a minimum rating of “Good” for each evaluation criterion to be recommended for approval.)

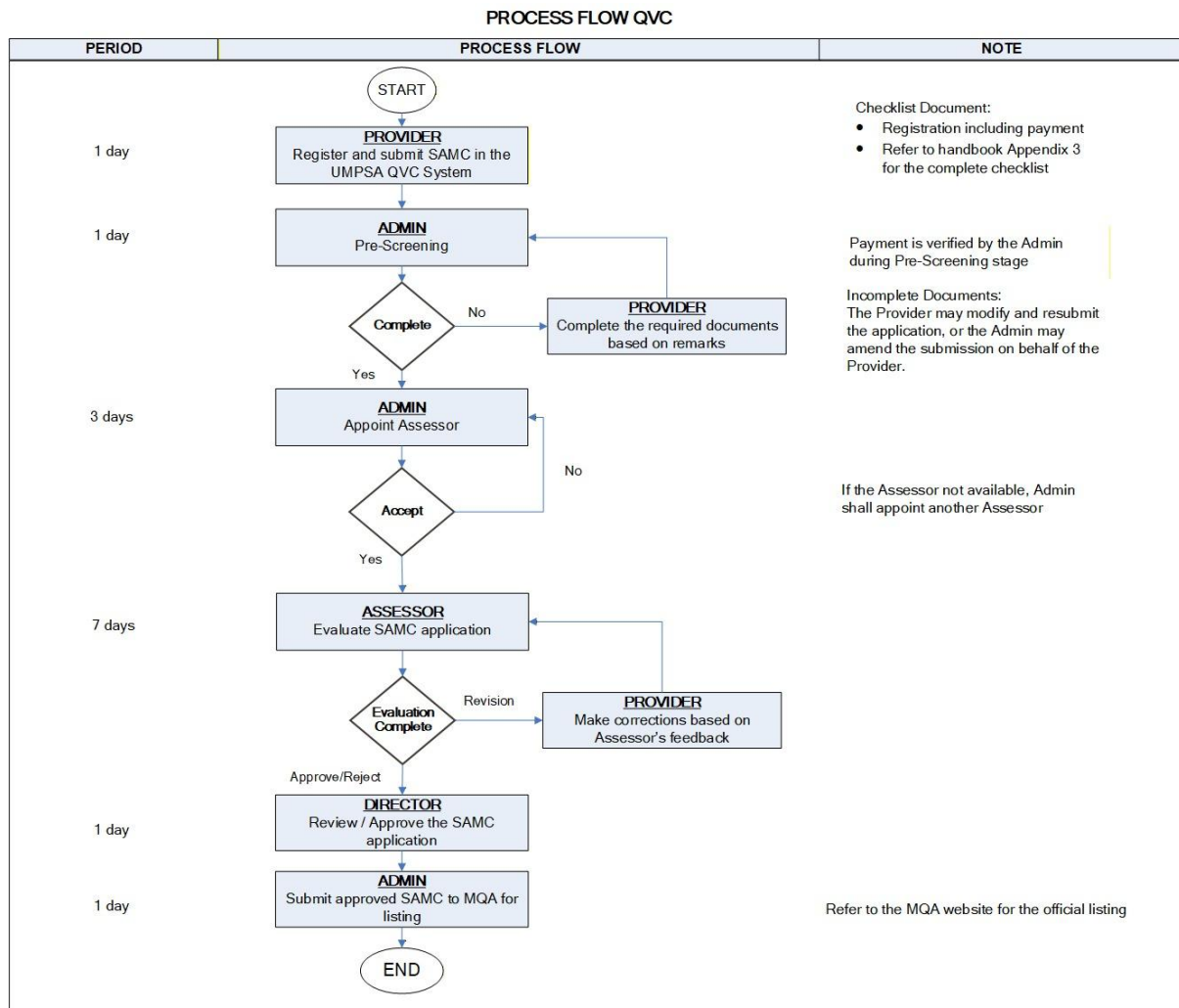
Evaluation Criteria	Satisfactory				Comments/ Justification
	Poor	Fair	Good	Excellent	
1. MQF Level and Credit Hour Mapping (based on 40 notional hours per credit)					
2. Learning Outcomes clearly mapped to MQF domains and level descriptors					
3. Assessment methods aligned with intended learning outcomes (OBE principles)					
4. Structure and duration consistent with the credit claim					
5. Declaration of independence from the course development team					
6. Completeness of documentation (learning materials, rubric, etc.)					

Section D: Recommendation

- Recommended for Approval
 Recommended with Revisions
 Not Recommended – Resubmission required

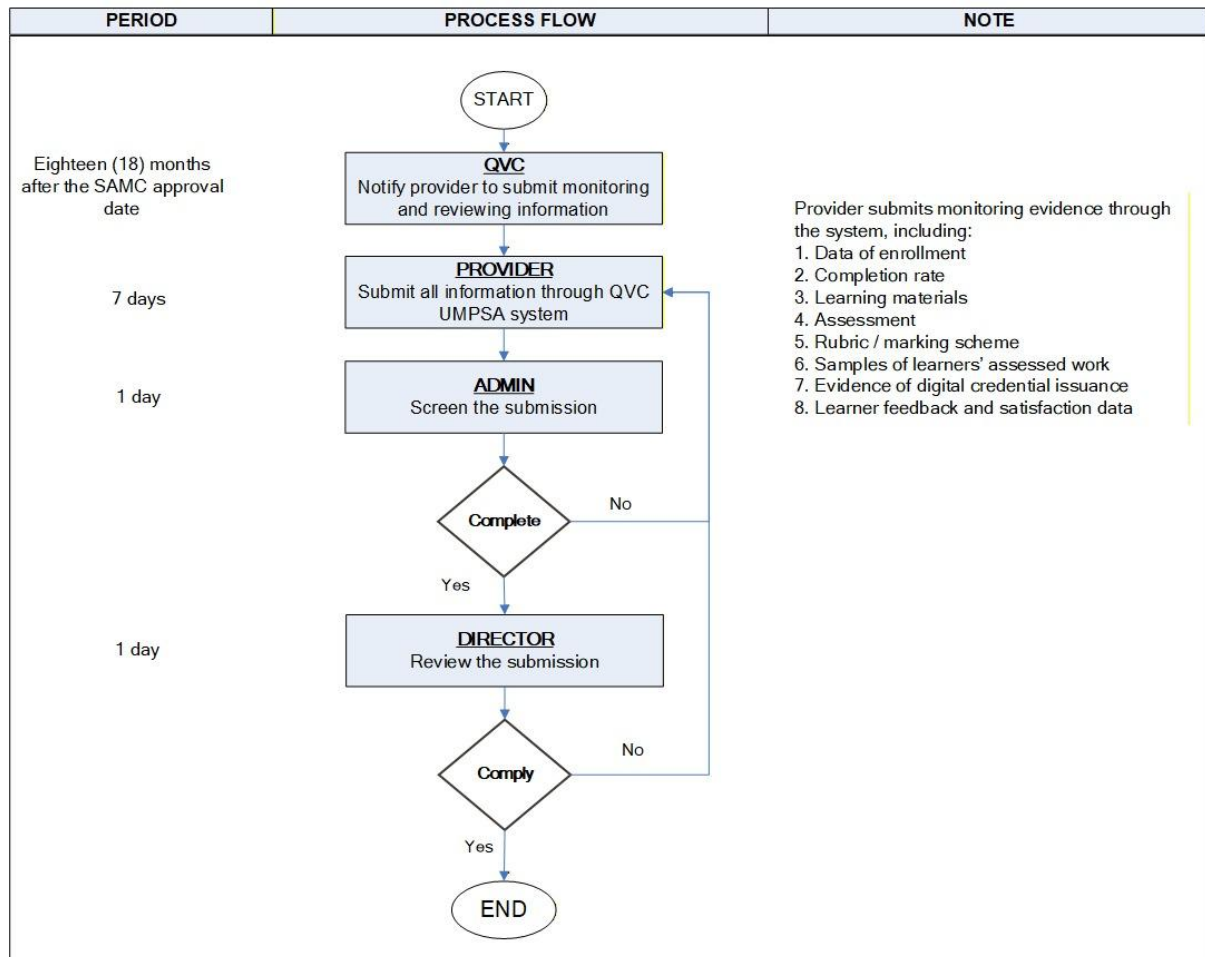
Additional Comments:

FLOWCHART OF STAND-ALONE MICRO-CREDENTIALS APPLICATION PROCESS



FLOWCHART FOR POST APPROVAL OF STAND-ALONE MICRO-CREDENTIALS

MONITORING AND REVIEWING PROCESS OF SAMC



RENEWAL AND WITHDRAWAL PROCESS OF SAMC

