



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

School of
Graduate Studies
(SPS)

PROCEDURE FOR THE DEVELOPMENT, OFFERING, AND MANAGEMENT OF POSTGRADUATE ACADEMIC PROGRAMMES THROUGH OPEN AND DISTANCE LEARNING (ODL) METHOD OF DELIVERY

2025

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Procedure for the Development, Offering, and Management of Postgraduate Academic Programmes through Open and Distance Learning (ODL) Method of Delivery
Approved by Executive Committee Meeting of the Office of the Deputy Vice-Chancellor (Academic and International) (14 August 2025)

School of Graduate Studies
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UTM Vision

A Premier University Providing World-Class Education and Research

UTM Mission

To Develop Holistic Talents and Prosper Lives Through Knowledge and Innovative Technologies

SPS Vision

Building Graduates With Scientific Knowledge, Holistic Talents and a Lifelong Learning Culture

SPS Mission

To Foster Quality Education, Inclusivity, Holistic Talent and a Culture of Lifelong Learning in Graduate Education

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Procedure Name : Procedure for the Development, Offering, and Management of Postgraduate Academic Programmes through Open and Distance Learning (ODL) Method of Delivery

Procedure No :

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SECTION 1: INTRODUCTION

1.1 OBJECTIVE

This procedure aims to provide guidance for the development, offering, and management of postgraduate academic programmes through the systematic Open and Distance Learning (ODL) delivery method in line with the policy of flexible education and lifelong learning.

1.2 SCOPE

This procedure applies to:

- i. All full-time, contract, or part-time academic staff involved in postgraduate programmes, which are delivered through the ODL delivery method
- ii. All students enrolled in postgraduate programmes through the ODL method of delivery
- iii. All faculties and other responsible centres at UTM that offer postgraduate programmes through the ODL method of delivery

1.3 RELEVANT POLICIES

This procedure must be read in conjunction with the latest editions of the publications listed below and any other related publications that may be issued in the future.

- i. Code of Practice for Programme Accreditation: Open and Distance Learning (COPPA: ODL), Malaysian Qualifications Agency (MQA)
- ii. Guidelines on Credit Transfer for Massive Open Online Courses (MOOC), Malaysian Qualifications Agency (MQA)
- iii. Guidelines for the Development, Offering, and Credit Transfer of MOOC, Universiti Teknologi Malaysia (UTM)
- iv. Academic Regulations for Postgraduate Studies, Universiti Teknologi Malaysia (UTM)
- v. Teaching and Learning Guidelines, Universiti Teknologi Malaysia (UTM)
- vi. Online Learning Procedure, Universiti Teknologi Malaysia (UTM)
- vii. Guidelines for Conducting Final Examinations Online, Universiti Teknologi Malaysia (UTM)

- viii. Guidelines for the Use of Generative Artificial Intelligence in Teaching and Learning, Universiti Teknologi Malaysia (UTM)
- ix. Guidelines for the Development of Academic Programmes in Public Universities, Second Edition, Academic Development Management Division, Department of Higher Education.

1.4 DEFINITION

Acronyms	Description
UTM Student	Registered students in UTM
Programme Owner	Dean of Faculty/School offering the programme
Academic Staff	UTM staff appointed under Service Schemes that are related to teaching and learning activities.
Open and Distance Learning (ODL)	Open and Distance Learning (ODL) is a method of delivery for teaching and learning that offers flexible educational opportunities in terms of access and multiple modes of knowledge acquisition. It allows learners to engage in learning activities anytime, anywhere, and through various delivery systems and learning resources without constraints of time or place.
ODL Programme	Programme of study in which more than 60% of the courses are conducted through the Open and Distance Learning (ODL) method of delivery.
ODL Course	Course in which at least 80% of the Student Learning Time (SLT) is conducted through the Open and Distance Learning (ODL) method of delivery.
PGSS	UTM Postgraduate Student Society
PLO	Programme Learning Outcome
PEO	Programme Educational Objectives
SRAD	Centre for Student Recruitment and Admission
AMD	Academic Management Division
CTLD	Centre of Talent and Leadership Development
UTM CDex	UTM Centre for Advancement in Digital and Flexible Education
UTM ACe	UTM Accreditation Center

Acronyms	Description
UTM CAQ	UTM Centre for Curriculum and Academic Quality
University Senate	Universiti Teknologi Malaysia Senate (UTM)
JKAU	University Accreditation Committee
JKTS P&P	Senate Standing Committee on Examinations and Graduation
JKTS KKA	Senate Standing Committee on Curriculum and Academic Quality
JKKU	University Curriculum Committee
JKAF	Faculty Academic Committee
COPPA: ODL	Code of Practice for Programme Accreditation: Open and Distance Learning
SIM	Self-Instructional Materials
UTMDigital	Department of Digital Services
DRC	Disaster Recovery Centre
MQA	Malaysian Qualifications Agency
MQR	Malaysian Qualifications Register
MQF	Malaysian Qualifications Framework
LMS	Learning Management System
ODL System	A Learning Management System (LMS) that supports teaching, learning, assessment, and learner progress tracking for postgraduate programmes conducted through the ODL method of delivery at UTM.
NEC	National Education Code
Electronic Proctoring (e-Proctoring)	Electronic Proctoring (e-Proctoring) refers to a remote online assessment monitoring method that utilises digital technologies to ensure academic integrity, candidate confidentiality, and data security through identity verification, behaviour monitoring, and activity recording throughout the examination period.
Online Synchronous Learning	Online synchronous learning refers to a mode of instructional delivery that involves real-time interaction between lecturers

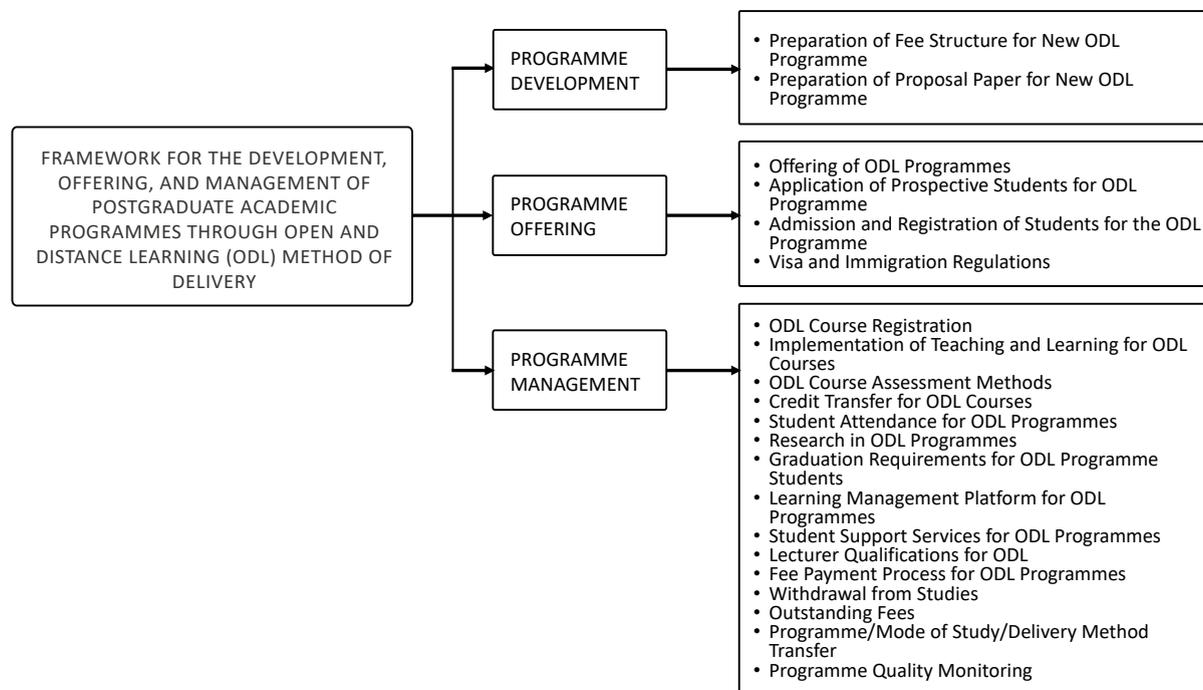
Acronyms	Description
	and learners via digital platforms. It supports active engagement and direct content delivery in alignment with the intended learning outcomes.
Online Asynchronous Learning	Online asynchronous learning refers to a mode of instructional delivery that does not involve real-time interaction. It supports the implementation of self-directed learning through flexible access to learning materials within a specified timeframe.
APEL	Accreditation of Prior Experiential Learning
Lecturer	Academic staff who are qualified to teach ODL courses and have completed the following five (5) courses or their equivalent: <ul style="list-style-type: none"> i. Designing ODL Program ii. Delivery of Teaching and Learning in ODL Programme iii. Alternative and Authentic Assessment for ODL iv. Introduction to SIM Development v. Developing Course Information (CI) (Table 4)

1.5 LEGAL CONTEXT

Documents	Reference Clause
University Act and University College (AUKU) 1971	The entire document
UTM Constitution	The entire document
UTM Postgraduate Academic Regulations	The entire document
COPPA: ODL (MQA, 2nd Edition, 2019)	The entire document
Guidelines to Good Practices: Programme Development and Delivery (MQA, 2023)	The entire document
Bursar Circular No. 01/2021 – Implementation of UTM Rules (Student Finance)	The entire document
Bursar Circular No. 09/2023 – University Cost Recovery (CRU) and University Sustainability Fund	The entire document
The Website of the Department of Bursary	The entire document
The Website MyProspect	The entire document

SECTION 2: PROCEDURE

2.1 FRAMEWORK



2.2 RESPONSIBILITIES

2.2.1 University Senate

Responsible for:

- Approving the provisional accreditation, full accreditation, and complete paperwork for the offering of new ODL programmes to be presented to the Higher Education Committee (JKPT) meeting and subsequently submitted to the Malaysian Qualifications Agency (MQA) for registration under the Provisional Accreditation (PA) system.
- Approving the full accreditation of new ODL programmes for MQA submission and registration with the Malaysian Qualifications Register (MQR).
- Conferring degrees to students who are eligible to graduate

2.2.2 University Accreditation Committee (JKAU)

Responsible for reviewing, deliberating, and endorsing the provisional and full accreditation of new ODL programmes for submission to the Senate Meeting.

2.2.3 Senate Standing Committee for Curriculum and Academic Quality (JKTS KKA)

Responsible for reviewing, deliberating, and approving the preliminary screening meeting (MSA) paperwork and full paperwork for the application to offer new ODL programmes, which have been approved by the University Curriculum Committee (JKKU), for submission to the Senate Meeting.

2.2.4 University Curriculum Committee (JKKU)

Responsible for reviewing, deliberating, and approving preliminary screening meeting (MSA) paperwork and full paperwork for new ODL programme offerings, as endorsed by the Academic and Curriculum Committee (JKAF), prior to submission to the Technical Committee for Curriculum and Accreditation (JKTS KKA) for further consideration.

2.2.5 Senate Standing Committee for Examinations and Graduation (JKTS P&P)

Responsible for:

- i. Reviewing and endorsing students who have fulfilled the requirements for the conferment of master's and doctoral degrees through the ODL mode of delivery at Universiti Teknologi Malaysia.
- ii. Discussing matters that require involvement and decision-making at the highest level of the university.

2.2.6 Faculty Academic Committee (JKAF)

2.2.6.1 Responsibilities of the JKAF in the Development of New ODL Programmes

Responsible for:

- i. Reviewing, deliberating, and approving preliminary screening meeting (MSA) paperwork and full paperwork for new ODL programme offerings, prior to submission to the University Curriculum Committee (JKKU) Meeting.
- ii. Appointing the ODL Programme Coordinator in the related field.
- iii. Reviewing and verifying the Self-Review Report (SRR) and Self-Instructional Materials (SIM) for new ODL programmes.
- iv. Ensuring the lecturers attend the ODL preparatory courses that UTM offers.

2.2.6.2 Responsibilities of the Academic and Curriculum Committee (JKAF) in the Offering and Registration of ODL Programmes and Courses.

Responsible for:

- i. Reviewing the specifications of students' academic qualification documents and prerequisite course requirements for the purpose of admission and registration into ODL programmes.
- ii. Ensuring the offering of ODL programmes in every academic semester.
- iii. Ensuring that ODL courses are offered in accordance with the curriculum structure of each ODL programme.
- iv. Conducting briefing sessions for new students of the ODL programme.

- v. Informing new students of the new ODL programme to enrol in induction courses within the ODL system.
- vi. Ensuring that students enrol in courses each semester in compliance with the university's academic calendar.
- vii. Ensuring that the lecture schedules for ODL programmes are prepared according to each semester.
- viii. Monitoring and endorsing the course offerings and the lecturers who are involved in each semester.

2.2.6.3 Responsibilities of the Academic and Curriculum Committee (JKAF) in the Management of ODL Programmes.

Responsible for:

- i. Ensuring that the appointment of Academic Advisors and Supervisors for ODL students undertaking Master's Projects, Dissertations, or Capstone Projects is properly executed.
- ii. Ensuring the implementation of ODL course teaching and learning processes complies with the university's established procedures.
- iii. Ensuring the security, credibility, validity, reliability, standardisation, and transparency of assessment methods for ODL courses.
- iv. Reviewing and approving the applications for changes to the assessment methods in ODL courses.
- v. Monitoring the review, update, and maintenance of student records for ODL programmes.
- vi. Ensuring that ODL course lecturers monitor students to achieve at least 20% engagement in the ODL system by the sixth (6th) week of each semester.
- vii. Ensuring that ODL course lecturers monitor students to achieve at least 80% engagement in the ODL system by the 14th week of each semester.
- viii. Ensuring that ODL course lecturers announce coursework marks to students before the final examination.
- ix. Verifying the final examination schedule at least one (1) month prior to the start of the examination.
- x. Monitoring the implementation of summative assessments for ODL courses.
- xi. Ensuring that final examinations are conducted using electronic proctoring under the management of UTM CDex.
- xii. Ensuring that ODL course grades are released to students before the start of the new semester.

- xiii. Endorsing the examination results of ODL students each semester.
- xiv. Ensuring students' examination results are reported in the JKTS (Teaching & Learning) Meeting.
- xv. Ensuring that proposals for the purchase of e-learning reference materials are submitted to the library each semester.
- xvi. Referring students to the Counselling Centre when necessary.
- xvii. Providing support services to ODL students.
- xviii. Ensuring that student issues are resolved within the timeframe set by the faculty.
- xix. Ensuring that graduate documentation is complete and complies with university requirements before submission to the JKTS (P&P) Meeting for the conferment of postgraduate degrees via ODL delivery mode.
- xx. Ensuring that every ODL course lecturer prepares the ODL course file at the end of each semester.
- xxi. Discussing and proposing improvements or solutions for issues related to ODL programmes.
- xxii. Ensuring that continuous quality improvement (CQI) proposals for assessment methods and the delivery of ODL teaching and learning are implemented.
- xxiii. Verifying the ODL Programme Assessment Report (PAR), ODL Annual Programme Assessment Report (APAR), and ODL Course Assessment Report (CAR).

2.2.7 UTM ODL Committee

Responsible for:

- i. Reviewing the procedures and implementation guidelines for ODL at UTM in accordance with the regulations and policies set by the university, MQA, MOHE, and other stakeholders.
- ii. Discussing the strategic directions of ODL programmes at UTM.
- iii. Discussing and recommending appropriate facilities to support the effective implementation of ODL programmes.
- iv. Reviewing proposals for improvement and quality enhancement of UTM's ODL programmes.
- v. Assisting in the management of ODL programmes in line with the respective functions of the involved Responsibility Centres (PTJs).

2.2.8 Coordinator

2.2.8.1 Responsibilities of the Coordinator in the Development of New ODL Programmes

Responsible for:

- i. Preparing the preliminary screening meeting (MSA) paperwork and the full paperwork for new ODL programme offerings.
- ii. Coordinating the preparation of the Code of Practice for Programme Accreditation: Open and Distance Learning (COPPA: ODL) documents and Self-Instructional Materials (SIM) for new ODL programmes.

2.2.8.2 Responsibilities of the Coordinator in the Offering and Registration of ODL Programmes and Courses

Responsible for:

- i. Assisting in promoting the programme to prospective students outside UTM or potential organisations.
- ii. Assisting in ensuring the ODL programme is offered each semester.
- iii. Assisting in ensuring the ODL courses are offered in accordance with the curriculum structure of each programme.
- iv. Conducting briefings for new students enrolled in the ODL programme.
- v. Informing new ODL students to attend the induction course within the ODL System.
- vi. Ensuring students register for courses, including Master's Project/Dissertation/Capstone Project, each semester according to the study plan and university academic calendar.
- vii. Assisting in preparing the lecture timetable for the ODL programme each semester.
- viii. Listing the course offerings and lecturers involved for each semester.

2.2.8.3 Responsibilities of the Coordinator in the Management of the ODL Programme

Responsible for:

- i. Acting as the academic advisor for ODL students.
- ii. Recommending the appointment of supervisors for the Master's Project/Dissertation/Capstone Project for ODL students.
- iii. Assisting in ensuring that the teaching and learning process for ODL courses is conducted in accordance with university procedures.
- iv. Assisting in ensuring the security, credibility, validity, reliability,

- consistency, and transparency of assessment methods in ODL courses.
- v. Updating any changes to the assessment methods for ODL courses.
 - vi. Assisting in monitoring the review, updating, and record-keeping of ODL student data.
 - vii. Reminding lecturers of the need to verify student identity at the beginning of the semester using appropriate methods.
 - viii. Reminding lecturers to ensure students reach at least 20% engagement in the ODL system by Week 6 of each semester.
 - ix. Reminding lecturers to ensure students reach at least 80% engagement in the ODL system by Week 14 of each semester.
 - x. Managing the online presentation of Master's projects, if necessary.
 - xi. Reminding ODL course lecturers to announce coursework marks before the final examination.
 - xii. Reviewing the final examination schedule.
 - xiii. Assisting in monitoring the implementation of summative assessments for ODL courses.
 - xiv. Assisting in ensuring that final examinations are conducted using electronic proctoring managed by UTM CDex.
 - xv. Ensuring that lecturers record final examination marks within the designated timeframe.
 - xvi. Ensuring that ODL course grades are released before the start of the new semester.
 - xvii. Submitting proposals for the purchase of e-learning reference materials to the library each semester.
 - xviii. Assisting in referring students to the Counselling Centre if needed.
 - xix. Providing support services to ODL students.
 - xx. Assisting in ensuring that student issues are resolved within the time frame set by the faculty.
 - xxi. Ensuring that every ODL course lecturer prepares the ODL course file at the end of each semester.
 - xxii. Ensuring the implementation of Continuous Quality Improvement (CQI) proposals for assessment methods and teaching and learning practices in ODL courses.
 - xxiii. Preparing the ODL Programme Assessment Report (PAR), ODL Annual Programme Assessment Report (APAR), and ODL Course Assessment Report (CAR).

- xxiv. Collaborating with ODL management at the UTM level.
- xxv. Reporting the progress of ODL implementation at the faculty level to the ODL programme management.

2.2.9 Assistant Coordinator

Responsible for:

- i. Assisting in preparing the lecture timetable before the commencement of the first lecture.
- ii. Assisting in preparing the supervision schedule, list of supervisors, and list of ODL students for supervision under Master's Projects 1 and 2, no later than two weeks after the semester begins.
- iii. The assistant coordinator must review and notify the coordinator of any students with a Fail (G) or Repeat (UM) status in the supervision schedule.
- iv. Keeping one (1) copy of the appointment letter for lecturers and supervisors before distribution to the relevant individuals.
- v. Ensuring that every ODL UTM student registers for courses online each semester.
- vi. Managing the course registration process involving penalties, course insert-delete (amendment of course registration), course withdrawal, and programme withdrawal for ODL students.
- vii. Preparing student status letters for sponsorship and other purposes.
- viii. Reviewing and updating the academic records of ODL UTM students for monitoring, graduation, and reference purposes. It is recommended that these records include key information such as CGPA per semester, courses taken each semester, and academic status (Probation, Fail Standing, Deferment, Withdrawal, Programme Transfer, and Graduation).
- ix. Assisting the coordinator in preparing and submitting the final examination schedule before the examination period.
- x. Ensuring that the faculty approves the final examination question sets according to the course code, date, and time stated in the examination schedule.
- xi. Assisting the faculty in recording the final examination marks of ODL UTM students within the stipulated timeframe.
- xii. Verifying and ensuring that all ODL-related claim documents (teaching, supervision, etc.) are complete before being endorsed and submitted to the Bursary Department (the faculty must retain a copy of the claim record).
- xiii. Performing other tasks as directed from time to time.

2.2.10 Lecturer

Responsible for:

- i. Conducting teaching and learning activities for ODL courses in accordance with university procedures and professional codes of ethics.
- ii. Submitting a request to JKAF at the beginning of the semester if there are changes to the assessment method of an ODL course.
- iii. Delivering high-quality online teaching and learning that supports students' academic excellence and positive character development.
- iv. Clearly stating the standards and quality of written work expected from ODL students.
- v. Verifying student identity at the beginning of the semester. If there is any doubt, the lecturer must notify SRAD.
- vi. Preparing digital self-instructional modules that are easily accessible at any time.
- vii. Identifying, preparing, and designing self-instructional learning plans that meet the needs of the course and students.
- viii. Diversifying teaching methods to enhance student engagement in distance learning.
- ix. Ensuring that learning materials are relevant, high-quality, and aligned with programme learning outcomes equivalent to full-time study.
- x. Ensuring uploaded materials do not violate copyright, intellectual property, or plagiarism rules. Lecturers are fully responsible for their uploaded teaching content.
- xi. Providing timely and appropriate feedback through forums, online communication, and other tools within the ODL system.
- xii. Ensuring students achieve at least 20% engagement in the ODL system by Week 6 of the semester.
- xiii. Ensuring students achieve at least 80% engagement in the ODL system by Week 14 of the semester.
- xiv. Announcing coursework marks to students before the final examination.
- xv. Assisting in reviewing the final examination schedule.
- xvi. Ensuring final examinations are conducted using electronic proctoring under the management of UTM CDex.
- xvii. Maintaining the security, credibility, validity, reliability, consistency, and transparency of ODL assessment methods.
- xviii. Ensuring tests or final exams are appropriately supervised and free from

academic dishonesty.

- xix. Reviewing and updating ODL students' examination results in the MyAIMS system every semester.
- xx. Proposing the purchase of e-learning reference materials to the library department every semester.
- xxi. Assisting in referring students to the Counselling Centre if needed.
- xxii. Providing support services to students.
- xxiii. Preparing the ODL course file at the end of each semester.
- xxiv. Implementing Continuous Quality Improvement (CQI) initiatives for ODL teaching, learning, and assessment methods.
- xxv. Preparing the Course Assessment Report (CAR) for ODL.
- xxvi. Providing feedback for the preparation of the ODL Programme Assessment Report (PAR) and the ODL Annual Programme Assessment Report (APAR).

2.2.11 Supervisor

Responsible for:

- i. Conducting supervision in accordance with the procedures and professional code of ethics set by the university.
- ii. Providing high-quality online supervision that supports students' academic excellence and positive character development.
- iii. Clearly stating the standards and quality of written work expected from ODL students.
- iv. Verifying the identity of students at the beginning of the semester. If there is any doubt, the supervisor must inform SRAD.
- v. Assisting students in planning their research to ensure completion within the stipulated timeframe.
- vi. Providing appropriate feedback to students throughout the supervision process.
- vii. Ensuring that at least one virtual discussion or meeting with the supervised student is held by Week 6 of the semester.
- viii. Ensuring that at least three (3) discussions or meetings with the supervised student are held by Week 14 of the semester.
- ix. Supervising and reviewing the student's Master's Project/Dissertation/Capstone Project report.
- x. Assisting in referring students to the Counselling Centre if needed.

- xi. Providing support services to students.
- xii. Providing feedback in the preparation of the ODL Programme Assessment Report (PAR) and ODL Annual Programme Assessment Report (APAR)

2.2.12 Student

Responsible for:

- i. Ensure access to adequate communication infrastructure, including a stable Internet connection and an appropriate computer to meet the requirements for self-directed learning.
- ii. Demonstrate competence in engaging with online learning platforms and managing self-directed learning through digital means.
- iii. Register for courses through the university's designated online system within the stipulated registration period.
- iv. Participate in all enrolled courses within the academic duration prescribed by the university.
- v. Comply with attendance requirements, whether online or physical, in accordance with the structural design of the academic programme.
- vi. Uphold academic integrity by ensuring that all assignments and assessment activities are the student's original work. The use of artificial intelligence (AI) tools shall comply with the UTM Guidelines for the Use of Generative Artificial Intelligence in Teaching and Learning.
- vii. Produce assignments, projects, or other academic outputs that are professional, ethical, original, free from plagiarism, and fully compliant with copyright and intellectual property policies.
- viii. Utilise the ODL system and its facilities solely for educational purposes.
- ix. Refrain from disseminating any learning materials from the ODL system to external parties or unauthorised platforms.
- x. Settle all tuition fees before the commencement of the semester or within the timeframe specified by the university to avoid restrictions on course registration.
- xi. Attend scheduled lectures and academic sessions as scheduled in the official timetable.
- xii. Achieve a minimum of 20% engagement in the ODL system by Week 6 of each semester, as a measure of active learning participation.
- xiii. Attain at least 80% engagement in the ODL system by Week 14 of each semester as an indicator of continuous involvement throughout the academic term.
- xiv. Verify personal identity with course lecturers at the beginning of each semester, following the verification method in accordance with the prescribed verification method.

- xv. Participate in synchronous (real-time) online learning sessions as required by the course lecturer.
- xvi. Ensure the preparation of the Master's Project Report/ Dissertation/Capstone Project adheres strictly to the latest thesis guidelines, academic regulations, and procedures as issued by UTM.

2.2.13 Centre for Student Recruitment and Admission (SRAD)

Responsible for:

- i. Promote Open and Distance Learning (ODL) programmes widely.
- ii. Preparing comprehensive guidelines for the application and registration processes of ODL programmes via online platforms.
- iii. Offer ODL programmes through the official online application system. All applications must be submitted through the website: <https://smart.utm.my/admission/>.
- iv. Ensuring that the online application system is fully functional and accessible during the application period.
- v. Verifying the authenticity and validity of documents uploaded by applicants.
- vi. Ensuring that offer letters are emailed to successful candidates approved by the respective faculties within the stipulated timeframe.
- vii. Establishing and maintaining a smooth online registration mechanism for ODL students.
- viii. Ensuring that students receive their virtual matriculation card upon successful completion of the registration process.
- ix. Reviewing the complete academic record of ODL applicants, including their personal background, academic achievements, English language proficiency, and all relevant supporting documents.

2.2.14 Academic Management Division (AMD)

Responsible for:

- i. Preparing the university academic calendar and semester work schedule for course registration, examinations and conferment applications.
- ii. Maintaining basic student records, course registrations, and course withdrawals in the centralised system (MyAIMS).
- iii. Reviewing applications for withdrawal, credit transfer, and programme/mode of study/delivery method changes for approval.
- iv. Ensuring the accuracy of processes outlined in items (i) to (iii) within the centralised system (MyAIMS).

- v. Managing applications related to academic matters and student records.
- vi. Preparing JKTS (Teaching & Learning) reports to be presented at the Senate Meeting each semester.
- vii. Preparing scrolls and transcripts for the graduation of ODL graduates.

2.2.15 School of Graduate Studies (SPS)

2.2.15.1 Offshore and Special Programmes Division (BPPK)

Acts as the coordinator of ODL programmes at UTM and is responsible for:

- i. Developing procedures and guidelines for the implementation of ODL at UTM in accordance with the regulations and policies set by MQA, MOHE, and other stakeholders.
- ii. Preparing certifications related to faculty ODL programme data management as required by UTM management.
- iii. Ensuring that ODL programmes are offered by faculties every semester.
- iv. Notifying the SPS Finance Unit to prepare tuition fee structures for the ODL programme.
- v. Preparing paperwork and relevant documents for presentation to the University Management Committee (JPU), University Financial Committee (JKU), and the university Board of Directors (LPU) for approval. Refer to **Flowchart 1**.
- vi. Coordinating training offerings for ODL lecturers with CTLD. Refer to **Flowchart 3** and **Flowchart 4**.
- vii. Identifying suitable financial assistance options for ODL students.
- viii. Collaborating with UTM Digital to ensure the ODL platform operates efficiently.
- ix. Advising and supporting faculties through appointed coordinators on ODL-related matters.
- x. Assisting faculties in planning improvements for their ODL academic programmes.
- xi. Providing information and addressing queries raised by ODL programme coordinators at the faculty level.
- xii. Making centralised decisions in cases of implementation discrepancies at the faculty level.
- xiii. Developing policies, regulations, and guidelines for the continuous improvement of all ODL programmes.
- xiv. Assisting in the preparation of documents and evidence related to ODL academic programmes for accreditation in line with MQA guidelines.

- xv. Ensuring that ODL instructors possess the competencies and expertise required through relevant training programmes planned with CTLD.
- xvi. Ensuring that ODL teaching and learning are conducted according to established ODL delivery guidelines.
- xvii. Collaborating with UTMCDex to explore new methods and technologies to enhance learning activities and student experiences.

2.2.15.2 Finance Unit

Acts as the coordinator for the financial management of ODL programmes at UTM and is responsible for:

- i. Preparing the ODL programme fee structure for presentation to the University Management Committee (JPU), University Financial Committee (JKU), and the University Board of Directors (LPU) for approval.
- ii. Ensuring that the student fee payment process is carried out efficiently.
- iii. Issuing fee invoices or billing statements to sponsors for sponsored students.
- iv. Processing tuition fee payment applications from self-sponsored students through the KWSP (EPF) e-Withdrawal.
- v. Preparing reports and reviewing student debt status (Mid-Semester/Final Year/Graduates).
- vi. Preparing data and carrying out the Tuition Fee Allocation (L10) to the faculty and UTM (each Semester/Session) according to the prescribed percentage and notifying the Bursary's Office for fund transfer processing.
- vii. Preparing data and implementing allocation based on the prescribed percentage, consisting of:
 - a) Allocation of Tuition Fees (L10) to faculties and UTM by semester/session.
 - b) Allocation of ODL Service Fees to involved departments (PTJ) based on completed cohorts.
- viii. Conducting pre-presentation and joint presentations with SPS and the Faculties.
- ix. Notifying the Bursary's Department of the execution of the fund transfer process.

2.2.16 Bursary

Responsible for:

- i. Reviewing and finalising the appropriate fee structure in collaboration with SPS before it is presented to the University Financial Committee for approval.
- ii. Providing an online payment system for student use. The fee structure for the entire programme is as shown in Schedule 1.
- iii. Ensuring that tuition fee charges are reflected in the financial system and accessible to students via the MyUTM portal and UTMSmart application.
- iv. Updating student fee records each semester within the specified timeframe.
- v. Managing appeals and special cases (e.g., students with disabilities) related to ODL tuition fees.
- vi. Transferring ODL fees to the relevant faculties/departments (PTJ) based on the allocation determined by the SPS Finance Unit.

2.2.17 UTM Centre for Curriculum and Academic Quality (UTM CAQ)

Responsible for:

- i. Ensuring compliance with MQA documents and standards in the development of ODL courses and programmes.
- ii. Managing the approval process for new ODL programme offerings and curriculum review of ODL programmes.
- iii. Overseeing the implementation of internal academic audits (IQA) to ensure the quality of teaching and assessment.
- iv. Providing training and briefings to faculties on academic programme accreditation requirements.
- v. Reviewing documents for provisional, full accreditation, and compliance evaluation.
- vi. Monitoring the continuous compliance of ODL programmes with the standards set by MQA.

2.2.18 UTM Accreditation Center (UTM ACe)

Responsible for:

- i. Submitting documents to MQA and acting as the official liaison with external agencies.
- ii. Coordinating provisional accreditation, full accreditation and compliance evaluation visits for ODL programmes.
- iii. Registering ODL programmes in the Malaysian Qualifications Register (MQR).

2.2.19 Digital Services Department (UTMDigital)

Responsible for:

- i. Ensuring access to adequate broadband Internet services to support the implementation of ODL learning.
- ii. Ensuring the availability of high-speed and efficient Internet systems to facilitate ODL teaching and learning sessions.
- iii. Providing an effective online system to serve as a teaching and learning platform for ODL.
- iv. Safeguarding the ODL system by providing secure passwords and virtual protection for students and lecturers.
- v. Assisting in providing equipment, hardware, and related software necessary for the delivery of ODL.
- vi. Maintaining the ODL system on a regular basis.
- vii. Ensuring that the ODL system is accessible only to registered UTM students and staff, except for shareable courses.
- viii. Facilitating system access through single sign-on (SSO).
- ix. Ensuring the ODL system operates 24 hours a day and seven (7) days a week.
- x. Establishing a Minimum Hot Backup or Disaster Recovery Centre (DRC) to perform daily backups of ODL content.
- xi. Developing and implementing a mitigation plan in the event of data loss or related issues.
- xii. Providing technical and ODL system training to technical and ICT staff in the faculty.
- xiii. Ensuring student data is protected in accordance with the Personal Data Protection Act 2010 or other applicable regulations.
- xiv. Providing technical support services to ODL students and lecturers 24 hours a day and seven (7) days a week.

2.2.20 Centre for Advancement in Digital and Flexible Learning (UTM CDex)

Responsible for:

- i. Identifying and appointing the UTM ODL Committee.
- ii. Managing the Online Teaching Evaluation and Student Experience (e-PPPK) for ODL courses.
- iii. Monitoring the quality of learning materials prepared by ODL lecturers.
- iv. Assisting lecturers in developing multimedia-based learning materials through

technical and instructional support.

- v. Granting recognition to lecturers involved in ODL programmes.
- vi. Collaborating with SPS to identify the latest technologies to improve the ODL system.
- vii. Providing a centralised ODL Studio for Open and Distance Learning.
- viii. Assisting in managing electronic proctoring for final assessments of ODL courses.
- ix. Assisting in obtaining information from the faculty coordinator for course registration in the ODL system each semester. Refer to **Flowchart 2**.
- x. Updating content and information on the ODL website.
- xi. Ensuring smooth teaching and learning processes between ODL students and lecturers in collaboration with the SPS IT Unit.
- xii. Collaborate with UTM Digital to ensure that the ODL platform operates efficiently.
- xiii. Develop policies, regulations, and guidelines for the management and monitoring of all ODL programmes.
- xiv. Support the promotion of ODL programmes through the ODL website.
- xv. Coordinating the management of final examinations via online proctoring and on-site proctoring. Faculties are required to submit a request to UTM CDex if electronic proctoring services are needed. Detailed information shall be made available via the website <https://utmcdex.utm.my/e-proctoring/>.
- xvi. Ensure compliance with the approved ODL assessment guidelines.
- xvii. Facilitate the provision of information on ODL student support services.

2.2.21 Centre for Talent Development and Leadership (CTLD)

Responsible for:

- i. Organising regular training courses for lecturers involved in ODL teaching and learning based on recommendations from SPS.
- ii. Providing training allocations to enhance the competencies of UTM's ODL lecturers.

2.2.22 UTM Counselling Centre

Responsible for:

- i. Establishing an online e-counselling portal to provide services to students enrolled via ODL.
- ii. Providing e-counselling services to students needing guidance and counselling

throughout their academic session.

2.2.23 UTM Library

Responsible for:

- i. Ensuring up-to-date and relevant reference materials are available and accessible online for ODL students.
- ii. Establishing portals for e-books, online libraries, access to past examination questions, and e-journals for the use of ODL students.
- iii. Assisting ODL students who encounter access issues related to library resources and reference materials.
- iv. Providing e-learning reference materials based on recommendations from the faculty.

2.2.24 Registrar's Department

Responsible for:

- i. Considering the workload of ODL coordinators as academic administrators, in accordance with the faculty's Academic Workload Index (KAI) guidelines.
- ii. Ensuring that the workload of lecturers involved in ODL is recognised and calculated as part of their official teaching duties.
- iii. Managing the performance evaluation scoring of lecturers involved in ODL through the eLPPT system.

2.3 WORK PROCESS DESCRIPTION

2.3.1 PROGRAMME DEVELOPMENT

2.3.1.1 Preparation of Fee Structure for New ODL Programme

- i. The faculty completes and submits the New Programme Fee Determination Form (UTM.SPS.B (BPPK)/01/2024) and the Study Plan Form provided by SPS.
- ii. The proposed fee structure is discussed and finalised between the faculty and SPS.
- iii. The agreed fee structure is forwarded by SPS to the Bursary's Department.
- iv. SPS shall prepare the Paperwork on the Fee Structure for New Programmes, upon mutual agreement with the Bursary's Department, for presentation at the University Management Committee (JPU) meeting.
- v. Upon the approval at JPU meeting, SPS will prepare and submit the paperwork to the Bursary's Department to be presented at the University Board of Directors (LPU) meeting.
- vi. The LPU Secretariat shall issue the approved meeting minutes as official notification to SPS and the Bursary's Department.
- vii. SPS will formally notify the faculty of the approved fee structure.

2.3.1.2 Preparation of Paperwork for New ODL Programme

2.3.1.2.1 Preparation of Paperwork for Preliminary Screening Meeting (MSA) of New ODL Programme

- i. If the faculty intends to offer an academic programme through the ODL mode of delivery and there is no existing equivalent programme, a paperwork for MSA must be prepared.
- ii. For the offering of an academic programme through the ODL mode of delivery that has an existing equivalent programme with full accreditation from MQA, the faculty shall not be required to obtain MSA approval and may proceed directly with the preparation of the full paperwork.
- iii. The process of preparing the MSA paperwork is outlined in the New Academic Programme Development Document, available at <https://dvcai.utm.my/utmcaq/jkku-main/>.

2.3.1.2.2 Preparation of Full Paperwork for New ODL Programme (including provisional accreditation)

- i. The programme coordinator and department prepare the new programme paperwork for approval by the Faculty Academic Committee (JKAF).
- ii. The faculty submits the paperwork to the University Curriculum Committee (JKKU) for endorsement upon obtaining JKAF approval.
- iii. After JKKU approval, the faculty submits the paperwork to the Senate Standing Committee on Curriculum and Academic Quality (JKTS KKA). After approval by JKTS KKA, the faculty initiates the provisional accreditation process with UTM ACe.
- iv. The faculty submits the new programme paperwork for Senate approval after obtaining approval from JKTS KKA.
- v. The faculty presents the paperwork to the University Board of Directors (LPU) for approval following Senate endorsement.
- vi. The faculty prepares the paperwork for submission to the Department of Higher Education, Ministry of Higher Education (MOHE). The paperwork must be submitted to UTM CDEX in both hardcopy and softcopy formats. Submission of the paperwork to MOHE must include the provisional accreditation approval.

2.3.1.2.3 Provisional Accreditation Audit for New ODL Programmes

- i. The faculty prepares the Self-Review Report (SRR), SIM, and other relevant documents for the provisional accreditation application.
- ii. The faculty submits the SRR to UTM CAQ for review.
- iii. UTM CAQ reviews the SRR submitted by the faculty and provides feedback.
- iv. The faculty updates and submits the reviewed SRR and relevant documents to UTM ACe after the paperwork is approved by JKTS KKA.
- v. UTM ACe carries out the provisional accreditation process.
- vi. UTM ACe prepares the provisional accreditation report for presentation to the University Accreditation Committee (JKAU) for endorsement.
- vii. UTM ACe presents the provisional accreditation approval to the Senate and informs the faculty.

2.3.1.2.4 Listing of Provisional Accreditation Certificate (PAS) in the Self-Accreditation Portal

- i. The provisional accreditation approval must be submitted together with the approval of the new programme paperwork to the Higher Education Committee Meeting (JKPT), Ministry of Higher Education (MOHE), for endorsement. The documents to be submitted must include the programme paperwork with the tuition fees approved at the University Board of Directors (LPU) meeting and the provisional accreditation report.
- ii. Upon receiving the programme approval letter from the Department of Higher Education, Ministry of Higher Education, UTM Ace, together with the faculty, shall complete the Application Form for Listing of the Provisional Accreditation Certificate (PAS) in the Self-Accreditation Portal and prepare the relevant supporting documents to be submitted to the MQA for listing in the self-accreditation portal.

2.3.1.2.5 Full Accreditation Audit for New Programmes

- i. The faculty must ensure that the new ODL programme obtains full accreditation before the first cohort graduates.
- ii. The faculty prepares full accreditation audit documents with UTM ACe at least 12 months before the first cohort's graduation.
- iii. The faculty submits a request to UTM ACe to undertake the full accreditation audit.
- iv. UTM ACe conducts the full accreditation process.
- v. UTM ACe prepares the full accreditation report for the endorsement of the University Accreditation Committee (JKAU).
- vi. UTM ACe presents the full accreditation report to the Senate meeting for approval and then informs the faculty of the approval.
- vii. UTM ACe, together with the faculty, shall apply for programme or qualification registration in the Malaysian Qualifications Register (MQR) and prepare the relevant supporting documents to be submitted to the Malaysian Qualifications Agency (MQA) for listing in the MQR portal.

2.3.2 PROGRAMME OFFERING

2.3.2.1 Offering of ODL Programmes

- i. The DVCAA Office receives the new programme approval letter from the Department of Higher Education (JPT), Ministry of Higher Education (MOHE), and informs the faculty, SPS, SRAD, AMD, and UTM ACe.
- ii. The faculty submits the curriculum structure information (new programme code and course codes) to AMD for archiving in the MyAIMS system.
- iii. AMD enters the new programme code and course codes into the system.

- iv. The faculty submits the programme advertisement form to SRAD.
- v. SRAD opens the programme offering in the SMART system to attract prospective students.
- vi. Programme offerings can only be made after obtaining the approval letter from MOHE.
- vii. The offered programme must be based on the curriculum approved in the approval letter. The faculty must ensure each curriculum has its respective programme code containing the programme name, total credits, duration of study, approved intake session, and NEC.
- viii. Students offered a programme must complete their studies according to the programme code stated in the offer letter. If students change their programme, they must complete their studies according to the programme change letter issued by AMD.
- ix. Entry requirements are subject to the general admission requirements set by SRAD at <https://admission.utm.my/postgraduate-entry-requirements/>
- x. The total programme credits are based on the MOHE programme approval, referring to the requirements of the Malaysian Qualifications Framework (MQF 2.0).
- xi. The ODL programme work schedule for each semester is prepared by SPS with reference to the academic calendar/work schedule provided by AMD.
- xii. Students must complete their studies within the duration set by the university.
- xiii. The minimum duration for a master's programme is two (2) regular semesters.
- xiv. The maximum duration for a master's programme is eight (8) regular semesters.

2.3.2.2 Application of Prospective Students for ODL Programme

- i. All applications for ODL programmes must be made online.
- ii. Application processes and methods of application submission can be referred to at <https://smart.utm.my/admission/>.

2.3.2.3 Admission and Registration of Students for the ODL Programme

- i. Programme registration is conducted online via the E-daftar system at <https://edaftar.utm.my> or the current registration system designated by the university. All programme registration processes must follow the workflow set by SRAD.
- ii. The programme registration process for new students is updated each semester via the website <https://admission.utm.my/eregistrationodl/>.

- iii. After registering online, students will be granted access to the ODL system, which contains information about UTM and learning resources for their needs. This access serves as an e-orientation session for students.
- iv. Students are subjected to all university regulations and the Universities and University Colleges Act (AUKU) throughout their study period.

2.3.2.4 Visa and Immigration Regulations

- i. All ODL students are subject to the latest regulations set by the Immigration Department of Malaysia (JIM).
- ii. Students are advised to obtain their own insurance. The university shall not be held responsible for any accidents involving students while pursuing their ODL studies in their respective countries.

2.3.3 PROGRAMME MANAGEMENT

2.3.3.1 ODL Course Registration

- i. Student course registration is conducted online through the academic system designated by the university. All course registration processes must follow the workflow determined by AMD.
- ii. Course registration is carried out according to the academic calendar and the course registration schedule set by the university each semester.
- iii. The work schedule will be updated every semester and can be accessed via <https://amd.utm.my/work-schedule/>.
- iv. Course registration is conducted online via the student academic system designated by the university.
- v. The course registration process includes course registration, course registration amendments, course withdrawal, and credit transfer.
- vi. Students must register for courses each semester as proof of their active status for the respective semester.
- vii. Students who do not register for courses must apply for deferment. The deferment regulations are subject to the UTM Postgraduate Academic Regulations.
- viii. The number of registered course credits is subject to the UTM Postgraduate Academic Regulations.
- ix. Students are required to register for each course following the existing procedures and within the time frame set by the university.
- x. Students who register for courses after the deadline set by the university will be fined RM100 per course.
- xi. Students are allowed to withdraw from registered courses. Course

Withdrawal (TD) must be done within the period set in the university academic calendar.

- xii. Course withdrawal applications received after the deadline will be fined RM100 per course.
- xiii. Students are allowed to register for a maximum of twenty (20) credits per semester
- xiv. Course offerings are subject to the faculty's decision.
- xv. Students who do not register for courses must apply for deferment of studies by referring to the UTM Postgraduate Academic Regulations.
- xvi. Students who fail to register after deferring for two (2) consecutive semesters may be terminated in accordance with the UTM Postgraduate Academic Regulations.

2.3.3.2 Implementation of Teaching and Learning for ODL Courses

- i. The ODL learning mode is an integration of self-directed learning and online learning.
- ii. Self-directed learning allows students to choose the appropriate time and place to manage their learning using learning modules, reference books, and Internet-based resources.
- iii. Online learning enables students to access and download learning materials such as modules, assignment questions, lecturer notes, and reference materials, interact with lecturers through forums or web conferencing, share learning experiences with peers, and receive the latest information or updates.
- iv. UTM's ODL system allows online face-to-face sessions to be conducted among students either synchronously (real-time) or asynchronously (non-real time).
- v. Lecturers must ensure that each course includes a maximum of six (6) sessions (at least 2 hours per session, including the final examination) involving mandatory synchronous online interaction with students.
- vi. Lecturers must conduct online face-to-face sessions for each course that include at least the following sessions:
 - a) The introductory session is conducted at the beginning of each semester to provide an overall overview of the course. The following aspects should be emphasised:
 - i. An introductory session between lecturers and students
 - ii. Online learning etiquette
 - iii. Assessment and evaluation
 - iv. Reference resources

- v. Academic calendar and course schedule
- b) The closing session is conducted at the end of each semester. The following aspects should be emphasised:
 - i. Course summary
 - ii. Progress of assessment and evaluation
 - iii. Final examination preparation (if necessary)
 - iv. Lecturer teaching evaluation (ePPP)
 - v. Course effectiveness evaluation (Course Exit Survey)
- vii. ODL teaching and learning methods that may be used to achieve course learning outcomes (CLO) include:
 - a) Online face-to-face sessions via appropriate platforms
 - b) Online collaborative learning
 - c) Self-directed learning using digital learning material
 - d) Research
 - e) Online presentations via appropriate platforms
 - f) Active learning
- viii. Formative and summative ODL assessment and evaluation methods may include:
 - a) Online face-to-face sessions via appropriate platforms
 - b) Online collaborative learning
 - c) Self-directed learning using digital learning materials
 - d) Research
 - e) Online presentations via appropriate platforms
 - f) Active learning
 - g) Online quizzes
 - h) Online assignments
 - i) Online presentations
 - j) Final examination (if necessary) using live online proctoring or onsite proctoring (cost borne by the faculty)

- ix. For courses that involve a final examination, the examination schedule shall follow Malaysian time (GMT+8) as determined by the university.

2.3.3.3 ODL Course Assessment Methods

- i. Constructive alignment must be ensured by the faculty to be embedded in the assessment methods used in the ODL programme.
- ii. The assessment methods for ODL programmes must be flexible and focus on alternative assessments such as performance-based assessment, authentic assessment, personalised assessment, or portfolio-based assessment. However, implementation must be in accordance with the requirements stated in the Standards: Master's and Doctoral Degrees and the relevant field standards set by MQA.
- iii. Lecturers must set a session for verifying student identity throughout the semester during the ODL course. The verification session may be conducted in the form of online interviews, either individually or in groups.
- iv. Lecturers are responsible for verifying the identity of students undergoing the assessment process using appropriate methods.
- v. Students who fail to verify their identity during the verification session are subject to the Graduate Studies Academic Regulations (Assessment Misconduct).
- vi. Oral examinations such as Master's Project presentations, Research Proposals, or Viva voce may be conducted face-to-face either synchronously or through electronic communication platforms, subject to field suitability and programme approval.
- vii. The faculty must ensure the quality of assessments conducted by lecturers.
- viii. All examination processes and passing requirements must be fulfilled as stated in the UTM Graduate Studies Academic Regulations.

2.3.3.4 Credit Transfer for ODL Courses

- i. Students may apply for credit transfer with grades for courses that have been successfully completed, whether through Massive Open Online Courses (MOOCs), online learning, or conventional methods, provided that these are at the same academic level as the current programme of study.
- ii. Credit transfers are only permitted on a horizontal basis for postgraduate programmes.
- iii. Credit transfer via MOOCs must comply with the MOOC Credit Transfer Guidelines.
- iv. Students may also apply for non-graded credit transfer through Accreditation of Prior Experiential Learning (APEL C).
- v. Courses credited through APEL (C) will be recorded as CT (APEL) on the

academic transcript. The credit value will count towards graduation requirements but will not be included in the calculation of the GPA or CGPA.

- vi. Approval for credit transfer is subject to UTM's postgraduate academic regulations.

2.3.3.5 Student Attendance for ODL Programmes

- i. Students enrolled in programmes delivered through Open and Distance Learning (ODL) mode are not subject to the Postgraduate Academic Regulations concerning physical attendance for lectures or examinations.
- ii. For monitoring purposes, students are required to achieve at least 20% participation in course activities as determined at the midpoint of the semester. Students who fail to meet this participation threshold may be advised to withdraw from the course.
- iii. By Week 14, students must have achieved a minimum of 80% participation. Failure to meet this requirement may result in the student being barred from sitting the final examination or any equivalent summative assessment.
- iv. Student participation is assessed based on engagement in weekly assignments, practice exercises, and access to self-directed learning materials provided by the lecturer.

2.3.3.6 Research in ODL Programmes

- i. The writing of the Master's Project Report/Capstone Project/Dissertation/Thesis must adhere to the guidelines set out in the UTM Thesis Manual, 2023.
- ii. The Master's Project Report/Capstone Project/Dissertation/Thesis must be prepared and submitted by the student within the timeframe specified by the university.
- iii. The Master's Project Report/Capstone Project/Dissertation/Thesis must be submitted in e-thesis format.

2.3.3.7 Graduation Requirements for ODL Programme Students

- i. Students must fulfil all graduation requirements of their programme, including the successful completion of all courses and any additional conditions stated in the programme curriculum.
- ii. All prescribed fees must be fully settled by the student.
- iii. Any additional requirements for the conferment of the award are subject to the UTM Postgraduate Academic Regulations.

2.3.3.8 Learning Management Platform for ODL Programmes

- i. The ODL learning management platform must support online teaching and learning, encompassing the following features:
 - a) Applications that support collaborative learning
 - b) Facilitate self-directed learning
 - c) Support online communication between students and lecturers
 - d) Inclusion of interactive learning modules, reference books, and online learning resources
 - e) Support online assessment and presentation processes
 - f) Provision of online proctoring services
 - g) Provides students with access to current information and news updates
 - h) A systematic learning analytics and reporting system
 - i) Integration with other systems in the university
- ii. The ODL learning management platform shall be maintained and managed by UTM Digital, with support from the School of Graduate Studies (SPS).
- iii. ODL is conducted through the official online platform provided by the university. It is accessible via: <https://odlssystem.utm.my>.
- iv. Lecturers and students must ensure they log into the ODL System using the appropriate link for the current semester.
- v. Teaching and learning materials from previous semesters can be accessed via the archive section of the ODL System.

2.3.3.9 Student Support Services for ODL Programmes

- i. An online service centre must be available to assist students facing issues related to infrastructure and to offer guidance in accordance with the university's requirements through channels such as FAQs and email.
- ii. Students may access these support services via the following link: <https://odl.utm.my/online-learning-support/>.

2.3.3.10 Lecturer Qualifications for ODL

- i. The appointment of lecturers for ODL programmes must be in accordance with UTM's academic staff appointment procedures.
- ii. For master's programmes, lecturers must hold qualifications equal to or higher than the level of the programme, as stipulated by MQA policies or programme standards. Lecturers for master's programmes must possess

at least a master's degree and hold the position of Senior Lecturer.

- iii. For PhD programmes, lecturers must hold qualifications equivalent to the programme. Lecturers teaching in Doctor of Philosophy programmes must possess at least a PhD qualification.
- iv. Lecturers involved in ODL programmes must be competent in both pedagogy and educational technology and must have undergone specialised training in delivering ODL at UTM.
- v. Lecturers teaching in ODL programmes are required to participate in Continuous Professional Development (CPD) programmes related to ODL and are subject to evaluation, covering all full-time academic staff and academic support staff.

2.3.3.11 Fee Payment Process for ODL Programmes

- i. This process refers to the relevant UTM Bursary Circular and Treasury Circulars issued by the Government of Malaysia.
- ii. All tuition fee rates must be endorsed by the University Finance Committee (JKU), approved by the University Management Committee (JPU), and the Board of Directors (LPU).
- iii. The student's tuition fees are as stated in the offer letter.
- iv. Student fees are subject to UTM's Student Financial Regulations, which outline the rules on fee imposition and refunds for withdrawal, deferment of studies, and other financial matters. These regulations must be read by all students and are available for download at the UTM Bursary website (<https://bursary.utm.my/pekeliling/2021>) or via the MyUTM portal (<https://my.utm.my/login>). Regulations are subject to change from time to time.
- v. The university reserves the right to revise tuition fees from time to time.
- vi. All transactions must be made in Ringgit Malaysia (RM). If payment is made in foreign currency and the amount converted to RM is insufficient to cover the full fees and charges, the university reserves the right to claim the outstanding difference.
- vii. The official tuition fee payment platforms are as follows:
 - a) MyProspect Portal (<https://myprospect.utm.my/>)
 - b) MyUTM Portal (<https://my.utm.my/login>)
 - c) UTMSmart Application
- viii. Accepted payment methods include online bank transfer (FPX), credit card, and Flywire (Flywire applies only to international students).
- ix. Payments via Cash Deposit Machine (CDM), ATM Transfer, or Interbank/Instant Fund Transfer are not permitted.

- x. Cash payments or debit/credit card payments at the Bursary counter are not accepted.
- xi. Students may make instalment payments to settle the outstanding current semester fees before the final examination date. The fee charges for each programme will be updated from periodically at <https://odl.utm.my/program/>.
- xii. The types of fees and payment schedule are available in **Table 1**.

Table 1: Types of Fees and Fee Payment Schedule

No.	Types of Fees	Fee Payment Schedule	Note
1.	Registration Fee	Payable in Semester 1 only	-
2.	Service Fee	Payable every semester	-
3.	Tuition Fee	Payable every semester	Fees are charged based on the rate per 1 credit hour. New students are required to pay for a minimum of 3 credit hours on the registration day.
4.	Short Semester Fee	Payable if courses are taken during the short semester. Charges are based on the number of credit hours enrolled. Service fees are imposed according to the rates set by the UTM Bursary.	Based on the fees approved by the University Board of Directors (LPU).

- xiii. Sponsorship/Scholarships or Loans or EPF:
 - a) Students with sponsorship must submit a copy of the sponsorship letter via email to bendahari-ukp@utm.my. Failure or delay in doing so may result in processing delays, and the university will not be held responsible for any subsequent issues.
 - b) Students who receive direct sponsorship/scholarships from sponsors (payment not made to the university's bank account) must settle all fees before new student registration.
 - c) KWSP Education Withdrawal can be applied for online via the KWSP i-Akaun. Once the student is officially registered as a UTM student, the university will verify the application. The student must pay the first semester fees and later claim them directly from KWSP. Subsequent payments will be made directly by KWSP to the university. For more details on KWSP education withdrawal, please visit the KWSP website.

- xiv. Newly registered students who are approved to withdraw from the university are subject to the following:
 - a) Within fourteen (14) working days from the date of programme registration at the university, the student is eligible for a refund of the remaining fees paid, excluding the Registration Fee.
 - b) No fee refund will be made after this period, and the university reserves the right to claim any outstanding fees.
 - c) The effective date is as stated in the University's Withdrawal Letter.
- xv. For any inquiries related to fees, please email to bendahari-ukp@utm.my / utmpebisir@utm.my with full name and identification number included.
- xvi. The payment period for tuition fees is as stated in **Table 2**.

Table 2: Tuition Fee Payment Duration

Category		Fee Payment Deadline
Postgraduate	New Students	On or before the official registration day*. Payment must include registration fee, service fee, and tuition fee for at least one (1) course.
	Senior Students	Before the end of the mid-semester break*. Payment must include service fee and tuition fee for at least one (1) course.
Prerequisite Courses	New Students	On or before the official registration day*. Fees are charged according to the prescribed rate for each programme.

Note: *Subject to the University Academic Calendar

- xvii. For senior students, failure to settle the full tuition fees for the current semester before the final examination will result in the student being barred from course registration for the following semester.
- xviii. Students required to take prerequisite courses will be charged additional fees according to the prescribed rates for each programme.

2.3.3.12 Withdrawal from Studies

- i. New students who are approved to withdraw from the university within fourteen (14) working days from the date of registration, regardless of course registration status, are eligible for a refund of the balance of fees paid except for the Registration Fee.
- ii. No refund will be given to new students approved for withdrawal after fourteen (14) working days from the registration date, regardless of course registration status, and the university reserves the right to claim any outstanding fees.
- iii. For senior students who are approved to withdraw after the semester has started and have registered for courses (including pre-registered courses), full tuition fees will be charged. No refund will be given if payment has been made. The university reserves the right to claim any unpaid fees.
- iv. No tuition fees will be charged to senior students who withdraw before the semester begins or who do not register for courses.
- v. Fee refunds are subject to student application. The application must be submitted to the Bursary Department within one (1) year from the date of payment with bank account information and necessary supporting documents. No refunds will be made after this period.
- vi. Students who are approved to withdraw are responsible for any implications and actions taken by the university or sponsors, if applicable.
- vii. Students enrolled in prerequisite programmes who are approved to withdraw from the university will not be eligible for a fee refund.
- viii. Students who are approved to withdraw are responsible for any implications and actions taken by the university or sponsors, if applicable.
- ix. Tuition fee payments via the Employees Provident Fund (EPF) Scheme are in accordance with the EPF Act 1991, Section 58(a)(2). The Bursary Department will return any unused or partially used amount to the EPF Board if the student:
 - a) Passed away before registration
 - b) Cancelled their studies
 - c) Failed and could not continue their studies
 - d) Obtained other financial sources, such as scholarships or study loans, etc.
- x. In addition, any excess payment from EPF will not be refunded to any student for any reason and will be carried forward to the following semester to offset tuition or other charges.

2.3.3.13 Outstanding Fees

- i. If a student has outstanding tuition fees or penalties, the university reserves the right to claim payment from the student and their guarantor, including pursuing legal action.
- ii. All charges/penalties imposed on the student must be settled before the end of the semester in which the penalty was imposed. Failure to do so will result in sanctions enforced by the university as outlined in Appendix 1.
- iii. If any student fails to settle tuition fees or other debts owed to the university, the following actions may be taken:
 - a) Imposing restrictions on the student as approved by the university authority.
 - b) Pursue outstanding fees, including legal action, even after the student has withdrawn from the university.
- iv. Enforce any of the following applicable actions:
 - a) Imposition of a late payment penalty
 - b) Prevent the student from sitting for examinations
 - c) Withhold examination results
 - d) Suspension of studies
 - e) Termination of studies
 - f) Withholding the Senate Letter and barring attendance at the Convocation Ceremony
 - g) Withhold transcripts and certificates

2.3.3.14 Programme/Mode of Study/Delivery Method Transfer

- i. Students intending to transfer to another academic programme must obtain approval from the faculty of the intended programme, subject to university approval. The transfer may only be made after completing at least one (1) semester of study and is permitted only once throughout the student's academic tenure. The student must not be in a Failed Standing (KG). More than one transfer is allowed only for valid reasons with faculty approval.
- ii. Students enrolled in Open and Distance Learning (ODL) at UTM may apply to switch to the Conventional mode and vice versa. The transfer must be made before the final one (1) semester of study and is permitted only once during the study period. More than one transfer is allowed only with reasonable justification and faculty approval. The number of semesters required in the new mode must not exceed the remaining duration of the student's current programme.

- iii. Applications may be submitted at any time during the semester. If approved within the first seven (7) weeks of the semester, the programme/mode of study/delivery method change will take immediate effect. Otherwise, it will take effect in the following semester.
- iv. International students must obtain approval from UTM International Office before applying for a change in programme/mode of study/delivery method, as the issuance of student passes is subject to regulations by the Immigration Department of Malaysia (JIM).
- v. Any change in programme/mode of study/delivery method will have implications on the tuition fee rates.
- vi. Students are subject to the prevailing UTM Postgraduate Academic Regulations.

2.3.3.15 Programme Quality Monitoring

- i. The faculty must ensure that the quality of ODL programmes is continuously monitored, particularly through curriculum review and compliance evaluation with the MQA standard and the latest COPPA: ODL.
- ii. The faculty must prepare the paperwork for curriculum review for approval by the JKKU, JKTS KKA, and the Senate.
- iii. The faculty must submit the approved curriculum review paperwork to inform the Department of Higher Education, Ministry of Higher Education (MOHE).
- iv. The faculty must prepare the compliance evaluation documents, together with UTM Ace.
- v. The faculty must submit a request to UTM ACe to initiate the compliance evaluation audit.
- vi. UTM ACe conducts the compliance evaluation process.
- vii. UTM ACe prepares the compliance evaluation report for the endorsement of the University Accreditation Committee (JKAU).
- viii. UTM ACe presents the compliance evaluation report to the Senate meeting for approval and then informs the faculty and the MQA of the approval.

SECTION 3: ROLE AND RESPONSIBILITY OF PROCEDURE IMPLEMENTERS

3.1 RELEVANT CENTRE OF RESPONSIBILITY (CR)

Bil	Centre of Responsibility
1.	School of Graduate Studies (SPS)
2.	Faculty
3.	Department of Digital Services (UTMDigital)
4.	Centre for Student Recruitment and Admission (SRAD)
5.	Academic Management Division (AMD)
6.	Bursary Department
7.	UTM Centre for Curriculum and Academic Quality (UTM CAQ)
8.	UTM Accreditation Center (UTM ACe)
9.	UTM Library
10.	UTM Counselling Centre
11.	Centre for the Advancement of Digital and Flexible Learning (UTM CDex)
12.	Registrar's Department

3.2 ROLES AND RESPONSIBILITIES OF CENTRE OF RESPONSIBILITY(CR)

Centre of Responsibility	Responsibilities
School of Graduate Studies	Serves as the secretariat for the management of Open and Distance Learning (ODL) at UTM.
Faculty	Implements and ensures that ODL programmes are conducted in accordance with the procedures established by the university.
Department of Digital Services (UTMDigital)	Provides and ensures the availability of ICT infrastructure for ODL requirements.
Centre for Student Recruitment and Admission (SRAD)	Manages matters related to student admission and intake.
Academic Management Division (AMD)	Handles academic administration and student records.

Centre of Responsibility	Responsibilities
Bursary Department	Manages student financial affairs.
UTM Centre for Curriculum and Academic Quality (UTM CAQ)	Coordinates the development and review of ODL programme curricula to ensure alignment with UTM academic requirements and MQA documents and standards.
UTM Accreditation Center (UTM ACe)	Ensures the quality of ODL programmes is in accordance with MQA documents and standards.
UTM Library	Provides access to online reference resources.
UTM Counselling and Career Centre	Provides online counselling services.
Centre for the Advancement of Digital and Flexible Learning (UTM CDex)	Provides training and supports the development of ODL teaching and learning materials.
Registrar's Department	Manages human resource matters related to ODL programmes.

SECTION 4: GOVERNANCE

4.1 PROCEDURE OWNER AND DOCUMENT MANAGER

Procedure Owner	School of Graduate Studies
RC Policy Document Manager	Deputy Registrar, School of Graduate Studies (SPS)
Policy Document Manager	Head of Governance Section

4.2 RESPONSIBILITY

Procedure Owner	<ul style="list-style-type: none"> i. The procedure owner is responsible for amendments to the procedure and obtaining endorsement and approval from JE TNCAA. ii. The procedure owner is responsible for ensuring that the relevant procedure is registered in the UTM Policy Register. iii. The procedure owner is responsible for ensuring that the relevant procedure is disseminated to the university community. iv. The procedure owner is responsible for the periodic review of the procedure.
RC Policy Document Manager	<ul style="list-style-type: none"> i. Responsible for storing, documenting, and updating the procedure at the PTJ level. ii. Responsible for monitoring and ensuring the implementation of the procedure at the PTJ level.
Policy Document Manager	<ul style="list-style-type: none"> i. Responsible for storing, documenting, and updating all procedures. ii. Responsible for ensuring that all university-approved procedures are gazetted by the registrar. iii. Responsible for serving as the secretary to the JKGDU.

4.3 MONITORING AND DISSEMINATION METHOD

Monitoring and Continuous Quality Improvement (CQI)	<ul style="list-style-type: none">i. All university procedures must be reviewed periodically (at least every three (3) years) to ensure that the guidelines remain relevant.ii. Any party may propose amendments to the procedure by informing the procedure owner. Any amendment must refer to the Procedure for Governance of Policy Documents.iii. The procedure owner must notify the policy document manager of any amendments to the guidelines.
Procedure Dissemination / Publication	<ul style="list-style-type: none">i. Guidelines approved by the JE TNCAA shall be registered in the UTM Policy Register by the policy document manager and gazetted by the registrar through a University Circular.ii. The procedure owner shall disseminate the approved and gazetted procedure to ensure effective implementation.iii. Procedures must be systematically stored according to clusters in the UTM Policy Register.iv. Procedures must be accessible to university members.

SECTION 5: SUPPORTING DOCUMENTS

5.1 OVERALL PROCESS OF NEW ODL ACADEMIC PROGRAMME DEVELOPMENT

The overall process for the development of a new ODL academic programme can be referred to in **Figure 1**.

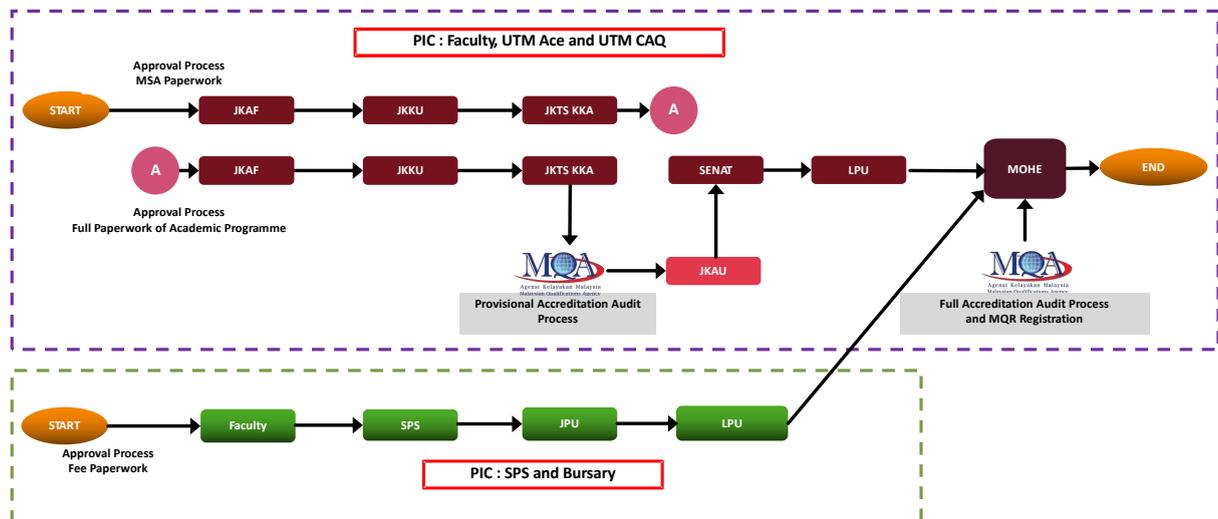


Figure 1: Overall Process of New ODL Academic Programme Development

5.2 WORKFLOW FOR THE APPROVAL OF ACADEMIC PROGRAMME PAPERWORK

The detailed workflow for the approval of academic programme paperwork can be referred to at the following links:

- i. UTM Academic Programme Development Procedure, available at <https://dvcai.utm.my/utmcaq/jkku-main/>
- ii. Paperwork format, appendices, and guidelines are available at <https://dvcai.utm.my/utmcaq/jkku-main/>

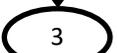
5.3 FLOWCHART 1: PROCESS OF PREPARATION AND APPROVAL OF THE NEW ODL ACADEMIC PROGRAMME FEE PAPERWORK

	SCHOOL OF GRADUATE STUDIES	Effective date :
	FLOWCHART 1 PROCESS OF PREPARATION AND APPROVAL OF THE NEW ODL ACADEMIC PROGRAMME FEE PAPERWORK	

Person in Charge	Workflow	No	Subject	Document
	START		Start	
Assistant Registrar / Assistant Administrative Officer	1	1	Receive applications from the faculty via official letter or email, together with the relevant supporting forms.	i. New Programme Fee Determination Form ii. Programme Lesson Plan
Assistant Registrar / Assistant Administrative Officer	2	2	Verify and ensure that all information received is accurate and complete. If the information is incomplete or inaccurate, obtain clarification and confirmation from the faculty.	
Assistant Registrar / Assistant Administrative Officer	3	3	Forward the complete application to the SPS Finance Unit.	
Finance Officer	4	4	The SPS Finance Unit prepares the draft programme fee rates.	
Deputy Dean (BPPK) Assistant Registrar Assistant Administrative Officer	5	5	Conduct a presentation and discussion of the draft programme fee rates with the faculty. Where revisions are requested by the faculty, the SPS Finance Unit shall update the draft fee rates with the approval of SPS.	
Deputy Dean (BPPK) Assistant Administrative Officer	6	6	Prepare the paperwork for approval by the University Management Committee (JPU) and obtain endorsement from the Bursar on the proposed new programme fee rates.	JPU paperwork
SPS Dean Deputy Dean (BPPK)	7	7	Prepare the paperwork for approval at the JPU Meeting.	
Deputy Dean (BPPK) Assistant Administrative Officer	8	8	Upon approval by JPU, prepare the paperwork for approval by the University Board of Directors (LPU).	LPU paperwork and presentation slide
SPS Dean Deputy Dean (BPPK)	9	9	Prepare the paperwork for approval at the LPU Meeting.	
SPS Dean Deputy Dean (BPPK) Assistant Administrative Officer	10	10	Issue an official notification letter, together with the relevant attachments, to the faculty upon approval by the LPU.	Letter of Notification from SPS
Administrative Assistant	11	11	Records and file keeping	
	END		End	

5.4 FLOWCHART 2: COURSE REGISTRATION PROCESS IN THE ODL SYSTEM

	SCHOOL OF GRADUATE STUDIES	Effective date :
	FLOWCHART 2 COURSE REGISTRATION PROCESS IN THE ODL SYSTEM	

Person in Charge	Workflow	No	Subject	Document
			Start	
Assistant Administrative Officer		1	Obtain information on the general course codes that may be offered from the Faculty of Computing.	
Assistant Administrative Officer / Administrative Assistant		2	Request all Programme Coordinators to list all courses to be registered for each semester via a Google Sheet .	Course Registration Form (Google sheet)
ODL Programme Coordinators		3	Programme Coordinators shall complete the course codes and course titles in the designated Google Sheet link within the stipulated timeframe.	
CDex Assistant Administrative Officer		4	Notification shall be sent to the CDex to proceed with the registration of all course codes in the ODLSytem LMS.	
CDex IT Manager		5	The CDex IT Manager shall carry out the process of registering the course codes in the ODLSytem LMS.	
CDex Assistant Administrative Officer		6	CDex shall inform all ODL Programme Coordinators once the registration of course codes in the ODLSytem LMS has been successfully completed.	
			End	

5.5 FLOWCHART 3: PROCESS OF PREPARATION AND APPROVAL OF PAPERWORK FOR FUNDING APPLICATION TO CONDUCT AN ODL COURSE

	SCHOOL OF GRADUATE STUDIES	Effective date :
	FLOWCHART 3 PROCESS OF PREPARATION AND APPROVAL OF PAPERWORK FOR FUNDING APPLICATION TO CONDUCT AN ODL COURSE	

Person in Charge	Workflow	No	Subject	Document
	START		Start	
Assistant Registrar	1	1	The Assistant Registrar discusses with CTLD on the training requirements for ODL lecturer competencies.	
Assistant Registrar	2	2	The Assistant Registrar reports the information on course requirements managed by SPS to the Deputy Dean of BPPK and the Assistant Administrative Officer.	Meeting minutes/ Discussion notes
Deputy Dean (BPPK) Assistant Registrar Assistant Administrative Officer	3	3	Discussions are conducted within the BPPK Unit to determine potential trainers, training modes (online or face-to-face), budget allocation, and other related requirements.	
Assistant Administrative Officer	4	4	A paperwork for budget allocation is prepared to support the ODL competency training requirements.	Paperwork for Budget Allocation
Assistant Administrative Officer	5	5	The paperwork is submitted for approval of the budget allocation.	
Assistant Administrative Officer	6	6	Upon approval of the budget allocation, the implementation of ODL competency training activities shall commence.	Notification Letter / Email for Budget Allocation Approval
	END		End	

5.6 FLOWCHART 4: COURSE OPENING AND REGISTRATION PROCESS IN ODL COMPETENCY COURSES

	SCHOOL OF GRADUATE STUDIES	Effective date :
	FLOWCHART 4 COURSE OPENING AND REGISTRATION PROCESS IN ODL COMPETENCY COURSES	

Person in Charge	Workflow	No	Subject	Document
	START		Start	
Assistant Administrative Officer	1	1	The Assistant Administrative Officer informs CTLD of the registration of the ODL competency course for approval of CPD point calculation.	Application Email to SPS Administration division
Assistant Administrative Officer	2	2	Upon approval, the Assistant Administrative Officer opens and disseminates the nomination for the competency course via a Google Sheet.	Google Sheet
Assistant Administrative Officer	3	3	Candidates shall complete the required information in the Google Sheet within the stipulated timeframe.	
Assistant Administrative Officer	4	4	Invitations to candidates and trainers shall be issued via Google Calendar.	
Assistant Administrative Officer Administrative Assistant	5	5	Preparations for the course, including course requirements, invitation letters, appointment letters, attendance forms, and food and beverage arrangements, shall be made in accordance with the scheduled course date.	<ul style="list-style-type: none"> i. Course Attendance Form ii. Course Evaluation Form iii. Participant Invitation Letter iv. Speaker Appointment Letter
Assistant Administrative Officer	6	6	The course shall be conducted, and the Secretariat shall monitor the implementation of the course.	
Assistant Administrative Officer	7	7	Payment processes for course-related requirements shall be carried out upon completion of the course.	Payment Documents in the UTMFin System
Assistant Administrative Officer	8	8	Monitoring of the utilisation of the approved budget allocation shall be conducted.	Record of Budget Utilisation
	END		End	

5.7 APPENDIX 1: OUTSTANDING TUITION FEES AND PENALTY

No	Type of Charges/Penalty	Value of Charges/Penalty (RM)	Monitoring Division
1.	Late Course Registration	RM100.00 per course	AMD/Faculty
2.	Late Course Correction	RM100.00 per course	AMD/Faculty
3.	Late Course Withdrawal Penalty	RM100.00 per course	Faculty
4.	Penalty for Reinstatement after Termination	RM250.00	AMD
5.	Oral Examination (Viva Voce)	RM1,500.00 (Master's degree) RM2,500.00 (Doctor of Philosophy)	Faculty
6.	Thesis Re-examination	RM1,500.00 (Master's Degree) RM2,500.00 (Doctor of Philosophy)	Faculty
7.	Academic Transcript – Postal Charge	RM10.00 – Malaysia RM20.00 – ASEAN Countries: China, India, Bangladesh, Nepal, Hong Kong, Taiwan, Pakistan RM30.00 – Other Countries	AMD
8.	Academic Transcript	RM10.00/set (Pre-transcript); RM250.00/set (Master's and Doctor of Philosophy)	AMD
9.	Convocation Fee	RM260.00 (Master's and Doctor of Philosophy)	AMD
10.	Duplicate Certificate	RM50.00	AMD
11.	Library Fine	Rate depends on type of fine	Library
12.	Convocation Robe	RM800.00 (Master) RM1,000 (Doctor of Philosophy)	AMD