

GUIDELINES ON TEACHING & LEARNING AND ASSESSMENT

**DURING COVID-19 PANDEMIC
IN SEMESTER II, 2019/2020**



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Azman Hashim
International Business School

TABLE OF CONTENTS

	PAGE
1.0 INTRODUCTION	1
2.0 GENERAL	1
3.0 ONLINE TEACHING AND LEARNING AND ASSESSMENT (FOR UNDERGRADUATE AND POSTGRADUATE COURSES)	3
3.1 Online Teaching and learning – what AHIBS academic staff needs to do	3
3.2 Student Assessment	4
3.3 Resources / Support for Online Teaching and Learning	5
3.4 Online teaching and learning evidences	9
3.5 Deferment of study during COVID-19	9
3.6 Industrial training	9
3.7 Final Year Project (PSM)	10
3.8 Professional Courses (Professional Students Certificate – PSC)	10
4.0 TAUGHT COURSE AND MIXED MODE POSTGRADUATE PROGRAMS	11
4.1 Teaching and learning	11
4.2 Assessment	11
4.3 Business Research Project (BRP) and Action Research 1 (AR1), Master Project and Master Project Proposal Defence	11
4.4 Deferment	11
4.5 Offshore and Special program (MBA Program)	12
5.0 POSTGRADUATE RESEARCH PROGRAMS	12
5.1 Teaching, Learning and Supervision	12
5.2 Deferment	12
5.3 Oral Examination (Viva Voce)	12
5.4 First Stage Evaluation (Proposal Defence)	13
5.5 Progress Report	13
6.0 FINANCIAL IMPLICATIONS ON STUDENTS' FEE	14
7.0 CONTACT US	14



GUIDELINES ON TEACHING AND LEARNING AND ASSESSMENT DURING COVID-19 PANDEMIC IN SEMESTER II, 2019/2020

1.0 INTRODUCTION

These guidelines issued by Azman Hashim International Business School (AHIBS) is intended to assist all academic staff in arranging their teaching and learning activities appropriately and assessment during COVID-19 pandemic while maintaining program quality standards and ensuring compliance with appropriate professional bodies if relevant. The guidelines must also be read together with **Online Learning Guidelines during COVID-19 Pandemic**, relevant circulars issued by UTM management, Government of Malaysia and guidelines by relevant bodies such as MQA and appropriate professional bodies, during the pandemic period.

2.0 GENERAL

2.1 Based on the *Academic Circular No. 1/2020 – UTM.J.0800/10.12/2 Jld.9 (25)*, UTM has agreed to the following decisions:

2.1.1 To approve the ONLINE LEARNING GUIDELINES DURING COVID-19 PANDEMIC. This is in line with the Prime Minister's Special Message on 25 March 2020 on the announcement of the Movement Control Order (MCO) which has been extended until 14 April 2020.

2.1.2 Academic staff who will be carrying out online learning from 1 April 2020 until 3 July 2020 should follow the Online Learning Guidelines during COVID-19 Pandemic and other related documents. It is hoped that the Guidelines could assist lecturers in planning and implementing online teaching and learning effectively.

2.1.3 Cooperation from all is needed to ensure a smooth implementation of online learning during the COVID-19 pandemic. Item 6 – suspension of all teaching and learning activities from 18 – 31 March 2020.

2.2 A new *Academic Circular No. 2/2020 - UTM.J.08.00/10.2/2 Jld.9 (26)* suggest that UTM has decided the following actions:

2.2.1 Teaching and learning (T&L) activities are to be carried out through distance and online learning (OL) from 1 April 2020 to 24 July 2020, that is, until the end of Semester II, Session 2019/2020 (Reference: Academic Calendar Session 2019/2020 Edition 3). The basis of UTM's decision to implement online and distance learning beginning from 1 April 2020 is as explained in FAQAV1.0 (Please refer to FAQAV1.0).

- 2.2.2 The use of distance/online learning methods is given priority to lectures, assignments, projects, presentations; while alternative distance/online methods are preferred for practical T&L activities, service learning and assessment which includes final exams and so forth.
- 2.2.3 The faculty and lecturers should provide an inclusive and appropriate distance learning methods, which also take into consideration students who have no internet access to fully participate in online learning.
- 2.2.4 Students are requested to remain at home or at their respective accommodations to follow distance and online T&L activities for the entire semester.
- 2.2.5 T&L activities which cannot be completed during Semester II, especially those that require students' physical presence such as workshops, laboratories, studios, service learning, final exams etc., shall be carried out toward the end of Semester II and/or in Semester III as required, provided that the Faculty obtains approval from the Faculty's Academic Committee based on the guidelines issued by UTM Senate. The implementation of face-to-face T&L activities is also subject to the government's decision on MCO.

2.3 The new academic calendar for Semester II, 2019/2020:

ACTIVITY	JB	KL
<i>Semester II, 2019/2020 Session Lectures (Part I)</i>	9/2 – 17/3/2020	10/2 – 17/3/2020
<i>Mid Semester Break & Movement Control Order Period</i>	18/3 – 31/3/2020	18/3 – 31/3/2020
<i>Semester II, 2019/2020 Session Lectures (Part II)</i>	1/4 – 21/5/2020	2/4 – 22/5/2020
<i>Eid Fitri Break</i>	24/5 – 30/5/2020	25/5 – 31/5/2020
<i>Semester II, 2019/2020 Session Lectures (Part III) - extension</i>	31/5 – 2/7/2020	1/6 – 3/7/2020
<i>Final Examination for Semester II, 2019/2020 Session</i>	5/7 – 23/7/2020	6/7 – 24/7/2020
<i>Final Break Semester/ Semester III, 2019/2020 Session</i>	26/7 – 1/10/2020	27/7 – 2/10/2020

The extension is intended to give more flexibility and time to both academic staff and students to do preparation for online teaching and learning more effectively and rectify concerns related to internet accessibility.

2.4 AHIBS strongly recommends that:

- 2.4.1 teaching and learning activities are conducted via online / distance learning from 1 April until 3 July 2020.
 - 2.4.2 alternative assessment methods for each course (including Industrial Training (*LI*) and Final Year Project (*PSM*) are preferred to replace face to face / physical presence unless required by relevant professional bodies.
 - 2.4.3 all coordinators and academic staff are requested to reschedule their classes following the new Academic Calendar released by UTM.
- 2.5 All AHIBS courses will follow the standard grading system as practised before COVID-19.

3.0 ONLINE TEACHING AND LEARNING AND ASSESSMENT (FOR UNDERGRADUATE AND POSTGRADUATE COURSES)

3.1 Online Teaching and learning – AHIBS academic staff needs to:

For Online Teaching and Learning to take place efficiently from 1 April until 3 July, **all academic staff** are advised to do the following:

- 3.1.1 assess (for each subject taught) students' internet accessibility and internet data plan constraints before deciding on full online / distance learning delivery and assessment (students are required to stay at their current location where the majority of AHIBS students are at their respective homes). To ensure that classes can run as smooth as possible and courses completed within the above calendar new dates, all academic staff are strongly encouraged to use appropriate methods and consider students who are faced with limited access to the internet due to their geographical location and data plan constraints. Online teaching and learning do not only mean "live" learning that may require high bandwidth.

Various alternative methods can be considered (Asynchronous, Synchronous and Task-Based) as indicated in **Guidelines for Online Learning Guidelines during COVID-19 Pandemic** and **Slide Taklimat Garis Panduan Pembelajaran Dalam Talian Semasa COVID-19** issued by UTMLEAD.

- 3.1.2 plan and design carefully appropriate teaching delivery, activities and assessment relevant to each course, ensuring that **Course Learning Outcomes (CLOs)** of the subjects are achieved and **Students Learning Time (SLT)** are fulfilled.
- 3.1.3 discuss with Coordinator of Subject / Head of Programs any changes made to teaching activities and assessments. If there is more than one academic staff involved in teaching the course, coordinate the online teaching and learning activities and online assessment methods.
- 3.1.4 indicate changes made in teaching activities and assessment (e.g. weightage of coursework, summative or formative assessments used)

using the additional **Course Information (CI) template**. You may consult your Directors and Head of Programs to guide you to prepare the template. The template can also be updated from time to time if you decide to make any revisions to your teaching and learning activities and assessment during the COVID-19 period.

3.2 Student Assessment

- 3.2.1 If a student grade is decided to be 100% based on coursework – the decision is discussed at the panel level, approved at the program level and endorsed by AHIBS Academic committee meeting. Some form of moderation activities is advised to be conducted at the Panel level (and documented) to maintain the quality of the coursework assessment. If 100% coursework is implemented, academic staff may continue to do the assessment during the final examination period.
- 3.2.2 If the final examination (whether online or physical presence) is maintained as part of the assessment method, the vetting of final examination paper must be done according to AHIBS normal practice and with utmost confidentiality (vetted at the panel and department level, and to be endorsed by the Faculty). The decision for online assessment must be made with great care in case there arise issues relating to internet accessibility. Academic staff must also ensure full integrity if the final examination is to be conducted online. Academic staff will be notified on the important deadlines for examination matters once these dates are finalized by Academic Management Division (AMD).
- 3.2.3 If online teaching and learning activities cannot be completed during semester II, especially courses are requiring physical presence such as final examinations, workshops, laboratories, studios, service-learning; these activities can be implemented at the end of semester II and/or in Semester III. However, the decision to extend a course in Semester III is discouraged and needing the approval of AHIBS JKA unless there are critical conditions to do so. In addition, the implementation of these activities is also **subject to the government's decision on MCO and announcement made by UTM from time to time**.
- 3.2.4 If a student is unable to complete the course in Semester II, they can be given a *Tidak Selesai* (TS) grade. This is a temporary grade result which will be converted to a grade upon completion of the course in Semester III.
- 3.2.5 If the course has met the learning and assessment needs of students (whether involving the replacement or non-replacement) that meets at least 70% of SLT requirements and learning outcomes (as per MQA recommendation and subject to the professional body guidelines of the relevant program), UTM recommend that grades should be given and credit requirements are fulfilled.

3.3 Resources / Support for Online Teaching and Learning

3.3.1 AHIBS Task Force Online Teaching and Learning

To fully engage in online Teaching and Learning activities, a task force has been established, led by Dr Suraya Miskon, and co-lead by Dr Rafidah to assist academic staff in facilitating online teaching delivery and alternative online assessment tools. A platform has been created (<https://business.utm.my/online-learning/>) to allow staff and students to access all materials related to online learning (see Figure 1).

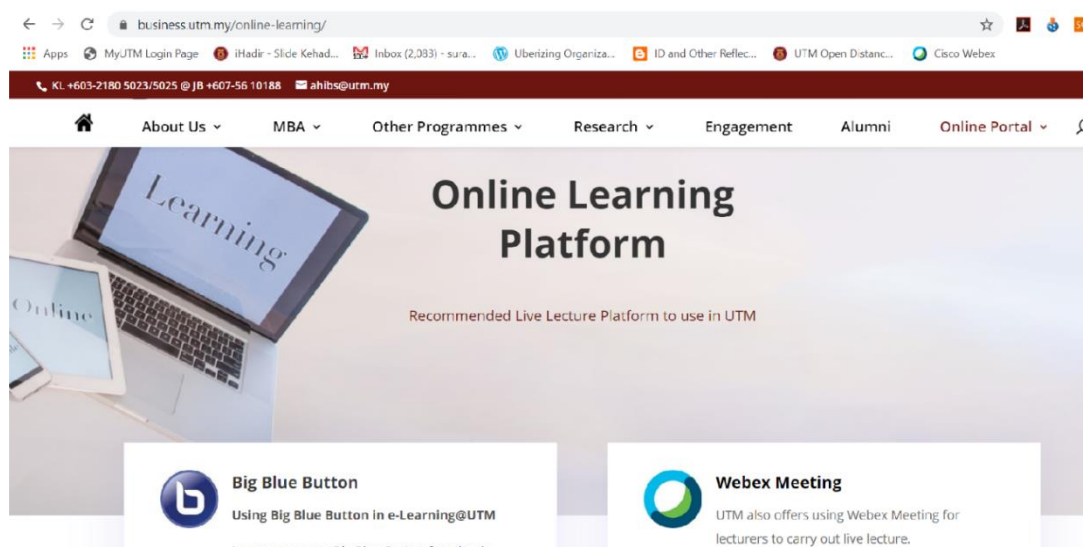


Figure 1: AHIBS Online Learning Platform

Several guidelines / step-by-step documentations of online learning and assessment tools have been developed by the taskforce members (see Figure 2). These guidelines / step-by-step documentations can be used as references in assisting lecturers to carry out the online learning session. Other than references developed by the taskforce member, any resources from the website related to online learning have also been uploaded.

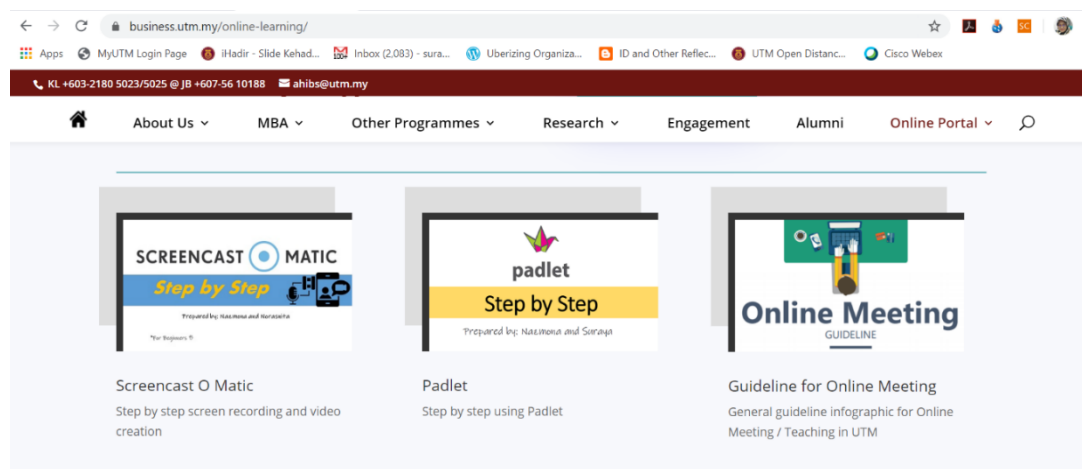


Figure 2: AHIBS Online Learning Resources

The AHIBS online learning task force also offers online training to AHIBS's lecturers based on request. Please consult Dr Suraya Miskon for any enquiries and suggestions regarding AHIBS Online Learning Resources.

All academic staff are also encouraged to join online the training provided by UTM via Online Learning Campaign (OLC) website (see section 3.3.2 below).

3.3.2 UTM Online Training Platform

- i. To ensure a successful implementation of online teaching and learning, UTM provides an accessible online training platform and can be accessed via <https://olc.utm.my>
- ii. **UTMLEAD** provides technical assistance if online assessments (quiz/test/exam) are to be conducted online via e-learning. The request for technical support can be made via email to UTMLEAD at least three (3) working days before the online assessments are conducted.

3.3.3 UTM Online Learning Guidelines during COVID-19 Pandemic

This guideline explains in detail four main elements in implementing online learning; 1. Online Learning Design, 2. Online Learning Delivery, 3. Online Learning Assessment and, 4. Online Learning Tools. All academic staff are strongly encouraged to refer to details in this guideline. The online learning assessment is also elaborated in great length.

3.3.4 *Slaid Taklimat Garis Panduan Pembelajaran Dalam Talian Semasa COVID-19*

AHIBS academic staff may also refer to *Slaid Taklimat Garis Panduan Pembelajaran Dalam Talian Semasa COVID-19* which can be accessed via <https://olc.utm.my/updates>). The Online Learning Design, Online Learning Delivery, Online Learning Assessment and Online Learning Tools are as shown in Figure 3. Examples of Asynchronous, Synchronous, and Task-Based Online Learning are described in Figure 4 to Figure 6. Steps to conduct Online Assessment are as shown in Figure 7.

Seksyen	Perincian
Rekabentuk Pembelajaran dalam Talian (ms 2)	<ul style="list-style-type: none"> Keperluan melengkapkan template tambahan CI bagi pembelajaran dalam talian (ms 2) Pengumpulan template oleh Sekolah/Fakulti untuk tujuan audit Keperluan Sekolah/Fakulti mengenalpasti kesesuaian pelaksanaan makmal/hands on activities (ms 2) Pemakluman kepada UTMLead bagi pelaksanaan PnP dalam talian (18-31 Mac 2020) (ms 3)
Penyampaian Pembelajaran dalam Talian (ms 3)	<ul style="list-style-type: none"> Pelaksanaan penyampaian menggunakan 3 alternatif. Pemilihan penyampaian tak segerak (asynchronous) sebagai alternatif utama. Penyampaian menggunakan <i>Community of Inquiry</i>.
Pentaksiran dalam Talian (ms 4)	<ul style="list-style-type: none"> Fokus utama kepada pentaksiran formatif. Pentaksiran sumatif (peperiksaan akhir) berdasarkan situasi semasa rujuk Kenyataan Pejabat TNCAA 28 Mac 2020 (Perkara 5).
Perkakasan Pembelajaran dalam Talian (ms 4)	<ul style="list-style-type: none"> Mengambil kira capaian internet pelajar (100% mempunyai akses). Pelajar dan pensyarah perlu mempunyai pengetahuan tentang perkakasan.

Figure 3: Online Design, Delivery, Assessment and Tools

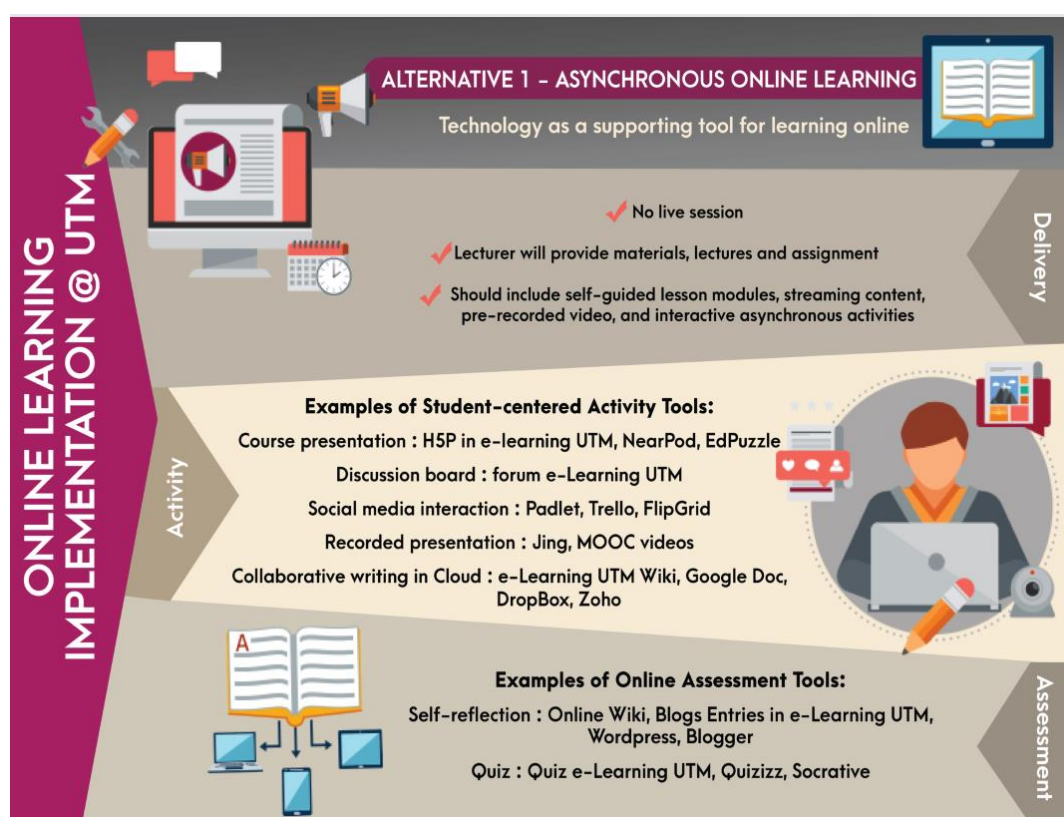


Figure 4: Asynchronous Online Learning

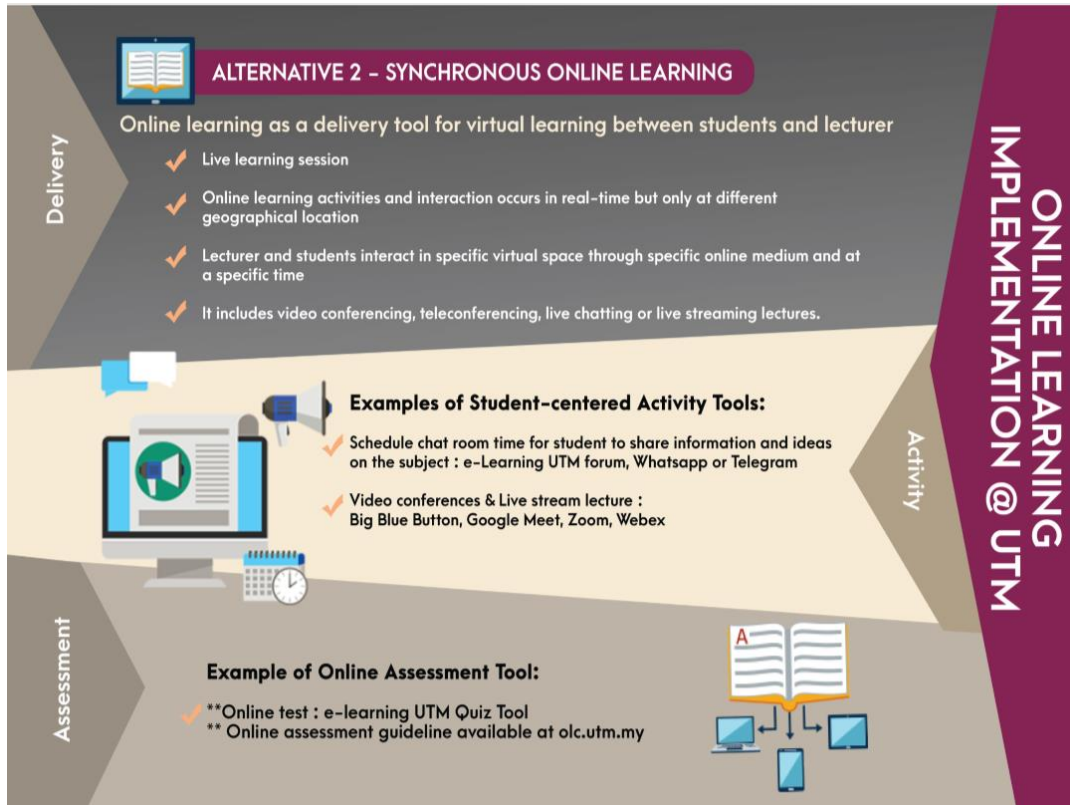


Figure 5: Synchronous Online Learning

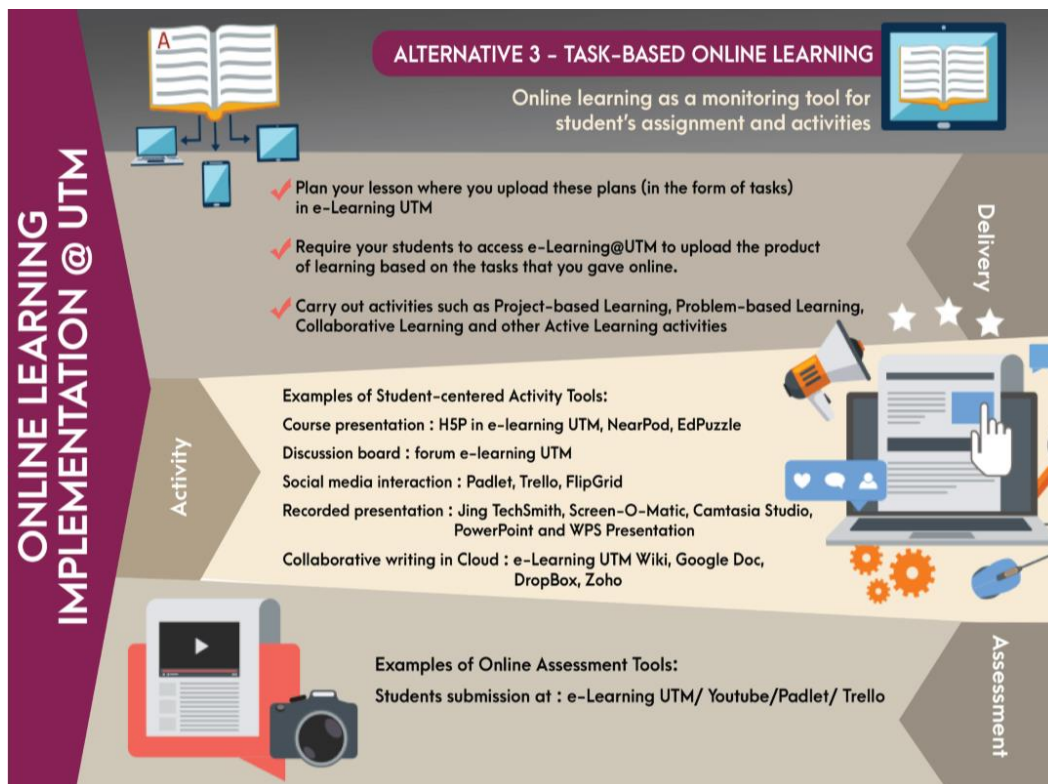
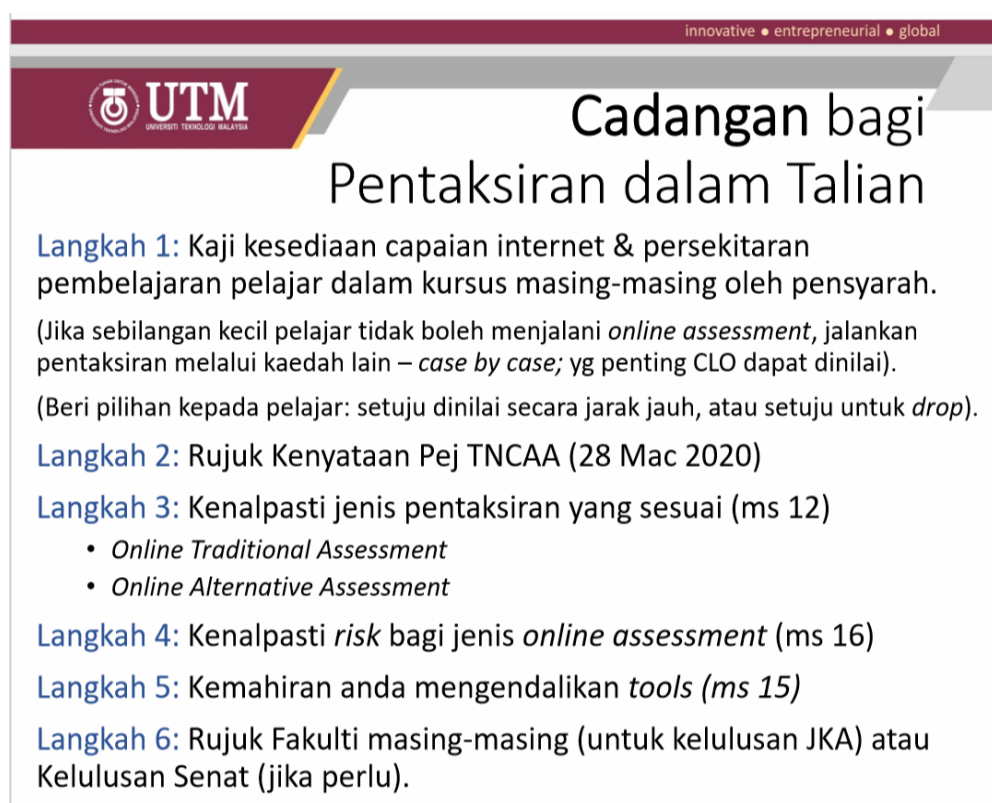


Figure 6: Task-Based Online Learning



innovative • entrepreneurial • global

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Cadangan bagi Pentaksiran dalam Talian

Langkah 1: Kaji kesediaan capaian internet & persekitaran pembelajaran pelajar dalam kursus masing-masing oleh pensyarah.
(Jika sebilangan kecil pelajar tidak boleh menjalani *online assessment*, jalankan pentaksiran melalui kaedah lain – *case by case*; yg penting CLO dapat dinilai).
(Beri pilihan kepada pelajar: setuju dinilai secara jarak jauh, atau setuju untuk *drop*).

Langkah 2: Rujuk Kenyataan Pej TNCAA (28 Mac 2020)

Langkah 3: Kenalpasti jenis pentaksiran yang sesuai (ms 12)

- *Online Traditional Assessment*
- *Online Alternative Assessment*

Langkah 4: Kenalpasti *risk* bagi jenis *online assessment* (ms 16)

Langkah 5: Kemahiran anda mengendalikan *tools* (ms 15)

Langkah 6: Rujuk Fakulti masing-masing (untuk kelulusan JKA) atau Kelulusan Senat (jika perlu).

Figure 7: Steps to conduct Online Assessment

3.4 Online Teaching and Learning Evidences

All evidence for Online Teaching and Learning activities such as student attendance, recorded and pre-recorded activities, online assessments and additional CI template must be **documented and kept** for audit and course file purpose.

3.5 Deferment of study during COVID-19

Based on current circumstances and for students who have problems with online learning, students are allowed to postpone/defer their study by filling out the postponement form which can be downloaded from the official Academic Management Division (AMD) website at <https://academicmanagement.utm.my/>. The last day to apply for deferment is **15 May 2020**. However, students should be advised about the consequences of his / her deferment. The deferment period for this semester will not be counted in the duration of their study, including students in the final semester.

3.6 Industrial training

3.6.1 AHIBS students who are undergoing Industrial Training (LI) should continue with the LI but must comply with MCO. If Working from Home (WFH) is possible, a student is requested to work based on the assigned tasks by the company. Nevertheless, if WFH is not possible to be done due

to the nature of the business; a student is released from work to be at home. Upon returning to work after the issue concerning Covid-19 is cleared, a student can continue working for the remaining weeks. No replacement of working hours/days are required due to MCO. Should MCO being lifted and there is a significant number of weeks left (three weeks and above), and the employer request students to come back for duty, students will continue with LI as requested. If the company requires replacement for the released days during MCO, this can also be arranged at a later date (should the situation permits).

- 3.6.2 AHIBS LI Supervisors who have been appointed should ensure that their supervised students are adhering to the MCO and UTM regulations. Supervisors should notify their Industrial Training Coordinator in the event of non-compliance with the MCO by the employers or students experience challenges regarding work assignments. Industrial visits will not be conducted during COVID-19. Evaluations will also be made online. The details on evaluation and deadlines will be provided by the Industrial Training Committee in due course.

3.7 Final Year Project (PSM)

- 3.7.1 Similar to other taught courses being conducted in the period of COVID-19, PSM follows similar online teaching and learning approach.
- 3.7.2 For conducting an oral assessment of PSM Presentation, students will prepare a pre-recorded video and submitted to supervisors and assessors via e-learning (or as recommended by the PSM Committee). The details on evaluation, deadlines and submission of soft and hard copies will be provided by the AHIBS PSM Committee in due course.

3.8 Professional Courses (Professional Students Certificate – PSC)

- 3.8.1 UTM has agreed that PSC is not required for students who will be graduating in the semester II of the 2019/2020 session. These students are required to provide Video Resumes and Resumes.
- 3.8.2 Video Resumes and Resumes prepared by students should be submitted to Office of UGS and UTM Career Centre to assist them with job placement.
- 3.8.3 Final semester students who have not completed PSC will be notified in due course.

4.0 TAUGHT COURSE AND MIXED MODE POSTGRADUATE PROGRAMS

4.1 Teaching and learning

All teaching and learning activities, including examination/assessment, will be delivered online until the end of Semester II, 2019/2020.

4.2 Assessment

4.2.1 Assessment components and weightings will conform to the arrangements already announced by course coordinators. However, for some taught courses, there will be no in-hall exams during the assessment period from 26 June to 17 July 2020. Instead, all 'final exam' components will be moved online or replaced with the final exam equivalent (FEE) project. We suggest lecturers rethink the tasks that will constitute the 'final exam' to ensure they are suitable for an online assessment.

4.2.2 As in Semester II 2019/2020, we are offering PG students two assessment choices;

- i. To proceed with the **standard grading**, where applicable (contributing to CGPA) or;
- ii. To withdraw (TD) entirely from the course through a **late drop** (until 30 April 2020) option if students are not able to follow the online classes due to the limited access of internet connection or any other related reasons.

4.3 Business Research Project (BRP) and Action Research 1 (AR1), Master Project and Master Project Proposal Defence

4.3.1 Video conferencing / online platforms will be used in BRP, AR1, Master Project and Master Project Proposal assessment where the candidate face travel restrictions during Covid-19. All parties, including chairman, examiners and students, will be group together (in online breakup room) based on their areas of research. The online presentation will take place on 8 July 2020.

4.3.2 If the students were not able to complete their BRP or AR1 at the end of Semester II, 2019/2020, they could continue their project in Semester III. The students are not required to register the BRP and AR1 in Semester III, 2019/2020 but need to inform the BRP coordinator that they need more time to complete their project.

4.4 Deferment

Refer to Item 3.5 above.

4.5 Offshore and Special program (MBA Program)

All teaching and learning activities of the offshore and special program will also be delivered using online platform until the end of semester 2, 2019/2020. However, there are four (4) cohorts of the offshore MBA – Healthcare Management programme (e.g. Kangar, Putrajaya, JKNNS & Johor) will be put on hold this semester (defer) due to the Covid-19 pandemic.

5.0 POSTGRADUATE RESEARCH PROGRAMS

5.1 Teaching, Learning and Supervision

5.1.1 Similar to UG and Taught Course of PG programs, the Research Methodology course will be delivered online until end Semester II 2019 / 2020.

5.1.1 Research students are encouraged to work from home and students should discuss their work and study plans with their supervisors via the online platform.

5.2 Deferment

The local students may also apply for **deferment** of studies due on unavoidable work and career needs, responsibilities and duties related to the interests of the University or country as well as natural disasters and wars. While the international students are required to obtain **UTM international office approval** before postponing their studies due to the issues relating to student pass and immigration regulation of the Malaysian Immigration Department, please refer to the UTM Postgraduate Academic Rule & Regulation, Item 21 (1).

5.3 Oral Examination (Viva-Voce)

The following are the procedures to implement the Oral Examination (viva voce) for PhD, Master of Philosophy Program and Master Project Presentation during COVID-19 Pandemic.

5.3.1 Video conferencing/Online platforms can be used in viva voce examinations where the candidate/examiners face travel restrictions during Covid-19.

5.3.2 AHIBS must ensure that a fully equipped video conferencing/online platform is the most appropriate course of action and that the interests of all parties are fully considered. Parties here refers to Chairman, examiners and students. If any of the parties involved disagree with the use of video conferencing/online platforms for their oral examination arrangement, the oral examination shall be postponed.

5.3.3 A consent form must be filled up as evidence of an agreement.

- 5.3.4 The session may only take place with the presence of at least two parties in the same location. The Chairman should be one of the two parties (i.e. Chairman and the candidate; OR the Chairman and internal examiner; OR Chairman and external examiner). In the case of travel restriction, it is permissible to have the student alone at one location.
- 5.3.5 The decision to conduct online viva voce should be considered as the last resort. It should, therefore, be carefully and selectively implemented. The decision to conduct online viva should take into account the infrastructure and Internet facilities available at the faculty/school, and priority should be given to sponsored students and international students who need to return to their home countries.
- 5.3.6 Appropriate arrangements must be made to maintain the integrity, confidentiality and credibility of the examination process.
- 5.3.7 The School of Graduate Studies does not permit the viva to be conducted using the telephone conference.
- 5.3.8 The School of Graduate Studies should be notified by the faculties/schools and reserves the right to cancel/recommend any viva session.

5.4 First Stage Evaluation (Proposal Defence)

The first stage evaluation (proposal defence) for PhD, DBA or Master of Philosophy Program can also utilise the online platform during the Covid-19 period. However, several conditions are required to be fulfilled as follows and agreed by all parties that the:

- 5.4.1 proposal defence session is using an online platform (i.e. student, internal examiners and chairman).
- 5.4.2 internet connections are stable; and
- 5.4.3 a full recording is taking place.

5.5 Progress Report

If the student's status is active, students will need to complete the progress report as usual. Students will be notified on the submission dates of the progress report in due course.

6.0 FINANCIAL IMPLICATIONS ON STUDENT FEES

(As presented in Senate Meeting dated 2.4.2020 and subject to approval by University Management Meeting on 8.4.2020)

UTM has agreed that **no additional tuition fees** will be charged to students who are in the final semester given the additional semester. No additional fees will apply to students who have paid fees and postponed their studies due to natural disasters. Additionally, there is no charge for semester III for students participating in the learning activities during the semester because they were unable to participate in the learning process during the Covid-19 outbreak.

7.0 CONTACT US

AHIBS will keep you continuously informed on any further updates on academic matters during COVID-19 pandemic. Please contact us at ahibs.academic@utm.my for any enquiries.

THANK YOU.

Prepared by:

**Academic Unit
Azman Hashim International Business School
2 APRIL 2020**

ENDORSED BY AHIBS ACADEMIC COMMITTEE
Date: 5 APRIL 2020

<https://business.utm.my>



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Azman Hashim
International Business School