



STANDARDS AND GUIDELINES FOR APPROVAL



MEDICAL ASSISTANTS TRAINING PROGRAMME



Prepared By :

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STANDARDS AND GUIDELINES FOR APPROVAL OF MEDICAL ASSISTANTS TRAINING PROGRAMME

INTRODUCTION

The Medical Assistant Board Malaysia (MABM) establish under the Act 180, Medical Assistant (Registration) 1977 as the guardian of the Medical Assistant profession in Malaysia hereby stipulate the standard and guideline for the establishment of institution involve in the active training of Medical Assistant in Malaysia. This is to ensure that the products of this institution are inbedded with the knowledge, skill and competencies to commensurate with the ever changing science of the health care in Malaysia as well as to keep abreast with the global trend.

CONTENTS OF STANDARDS :

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Document 2 : Programme Resources

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Document 4 : The Curriculum

Document 5 : Admission Policy

Document 6 : Student Assessment

Document 7 : Programme Evaluation

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1. DOCUMENT 1 : GOVERNANCE AND MANAGEMENT

The organization and administration of the institution shall facilitates activities toward the achievement of the institutions goals.

Criteria:

- 1.1. The institution shall clearly state its direction through defining its mission and objectives to :
 - a. be consistent with the goals of the school and be made known to its constituency.
 - b. describe an educational process leading to the production of a competent medical assistants at the level relevant to the program offered.
 - c. incorporate the appropriate educational foundation for future specialization in any branch of medical assistants relevant to the role of the medical assistants in the healthcare system.
 - d. encompass the elements of social responsibilities, participation in research, community involvement, and continuing medical assistants education activities.
- 1.2. The formulation of mission and objectives shall involve the participation of :
 - a. major stakeholders who are members in the curriculum committee.
 - b. the academic staff, students, the community, education and health care authorities and professional organizations.
- 1.3. Policy on academic independence shall :
 - a. allow the administrators and the faculty to be responsible for designing the curriculum and for the allocation of resources necessary for its implementation.
- 1.4. The educational outcomes of the medical assistants program shall :
 - a. demonstrate upon graduation the identified competencies.
 - b. meet the requirements for registration with Medical Assistants Board Malaysia.
 - c. measure the competencies of the graduates and use the information as a feedback to review and improve the curriculum.

- 1.5 The organizational structure shall :
- a. have written policies on the administration and management of the institution, curriculum design, staff development, student selection and assessment and program evaluation.
 - b. have an organizational chart which indicates functional relationship and formal lines of communication.
 - c. have a policy formulation committee comprising of representatives of academic staff, students and other relevant staff.
 - d. have appropriate committees to assist in the administration of the institution.
 - e. have regular meetings which are minuted.
- 1.6 There must be a policy on budget allocation which allows :
- a. sufficient autonomy to direct resources appropriately to achieve the educational objectives.
 - b. delineation of responsibility and decision making concordant with the curriculum activities and its resourcing.
- 1.7 The academic leadership shall :
- a. clearly state their responsibilities.
 - b. be evaluated at defined intervals with respect to the realization of the mission and objectives of the program.
- 1.8 The institution shall have a policy on teaching and learning methods and the use of educational expertise in medical assistants education.
- 1.9 There must have a policy on student representation and leadership.
- 1.10 The interaction with the health sector should :
- demonstrate the constructive and continuous relationship with the health and health-related sectors, government and non-government organizations.
- 1.11 The institution shall have a policy on collaboration with other educational institutions and on the transfer of educational credits.

2. DOCUMENT 2 : PROGRAMME RESOURCES

Facilities and resources shall be appropriate of numbers and types and should be accessible to students and teachers.

Criteria

- 2.1 Availability of appropriate, adequate and sufficient learning-teaching materials.
- 2.2 Teachers and students must have access to computers with internal and external networks.
- 2.3 The institution should have access to experts in faculty development and demonstrate evidence of use of such expertise.
- 2.4 The institution should encourage provision of resources to facilitate regional and international exchanges of academic staff and students.
- 2.5 Availability of adequate and current collection of literature on clinical and related subjects, including on-line facilities for sourcing such materials for students and academic staff.
- 2.6 Evidence of program for students' support and counseling.
- 2.7 Classroom and teaching facilities include :
 - a. Adequate minimum number of classroom – according to number of students.
 - b. Spacious and comfortable classroom to accommodate the intended number of students.
 - c. Adequate and current audio-visual aids for effective teaching-learning activities. There must be upgrading of equipment and facilities to cater for increasing number of students.
- 2.8 Clinical practice areas
 - a. Placements are audited to ensure suitability and that they cover the desired disciplines.
 - b. The provision of supervised practice meets the demand of the program.
 - c. Students are provided with comprehensive and coordinated program information for placements.

- d. Adequate number of patients and sufficient placements are available to meet the program outcomes and cover the range of the placements required.
- i. Hospital must have :
- a. Enough disciplines to meet the student's learning objective (s).
 - b. Ratio of student to patients should be 1:2. Level of patient care must correspond with the students' required learning experience.
 - c. Male students must at all times be chaperoned by the female students.
 - d. At all times consent from the patient should be sought on doing / observing the procedures.
 - e. The following disciplines are :

Degree & Diploma	Specialty
<ul style="list-style-type: none"> • Medicine • Surgery • Orthopedic • Pediatric • Obstetric & Gynecology • Ophthalmology • Ear, Nose and Throat • Psychiatry • Oncology • Accident and Emergency • Operation Theatre • Optional discipline <ul style="list-style-type: none"> - CCU - ICU - Geriatrics - Urology 	For specialty program, relevant disciplines must be available and must comply with criteria

- ii. Public Health Care :
- Family Health
 - Maternal-Child Health
 - School Health
 - Adolescence Health
 - Gerontology
 - Mental health
 - Environmental Health
 - Health promotion
 - Other health related programme

2.9 Skills laboratory

- a. Student bed ratio 1:15
- b. Equipment shall correspond with the requirement for the first semester; and upgrade to meet the increasing population of the students and subsequent semesters.
- c. Utilization of the skill lab shall be rostered to ensure adequate opportunities for students to practice.
- d. There should be a plan for the development of a simulated skill laboratory learning centre prior to students' placements in the clinical areas.

2.10 Availability of transport.

2.11 Availability of recreational facilities.

2.12 Availability of accommodation for students.

2.13 Resource centre: library facilities, references, computer laboratory.

3. DOCUMENT 3 : HUMAN RESOURCES

The institution for the training of Medical Assistants shall be adequately staffed by :

- faculty members who are academically and professionally qualified.
- administrative members must also be academically qualified.

Criteria

- 3.1 Academic and administrative staffs are organized to meet the intended philosophy and objectives of Medical Assistants education within the institution.
- 3.2 There must be a recruitment policy and procedure for appointment of both academic and administrative staff.
- 3.3 The qualification for academic staff shall be appropriate with the level of programme:
 - i. Diploma Programme :
 - a. A Registered Medical Assistants with current annual practicing certificate and a minimum of 5 years clinical experience.
 - b. A basic degree in any related fields (health based).
 - c. A certificate in teaching or have done a module in teaching from a recognized university / institution.
 - d. Relevant qualification or experience in any specialty that the person is teaching.
 - ii. Degree Programme :
 - a. Similar qualification as in the diploma program.
 - b. A Masters degree.
 - iii. Specialty Programme :
 - a. Similar qualification as in the diploma program.
 - b. Relevant qualification / credentials according to specialty taught.

iv. Academic Personnel

- a. The Head of the Institution must also possess relevant educational qualification and management experience.
- b. Teaching personnel must be a registered Medical Assistant who possess the qualification as stipulated in 3.3. While Non-Medical Assistants academic staff must be a qualified graduate in the relevant field (health related) of expertise and has been credentialed by the institution.
- c. 60% of the academic staffs (teachers) must be full-time whilst 40% are part time staff (teachers).
- d. For foreign teachers, they shall only be 20% of the full time teachers. The academic qualifications required are as in 3.3 (i) (b).
- e. There shall be sufficient number of staff to implement the curriculum effectively and ensure adequate supervision:
 - Teacher-student population ratio 1:25 (based on full-time academic staff).
 - Clinical teaching: teacher-student ratio 1:15 (based on full-time staff).
 - Local preceptor ; 3 : 1 (full time teacher).

3.4 **Clinical Instructors (CI)**

A. Diploma program

- At least 5 years clinical experience as a Registered Medical Assistants
- A post-basic certificate with a minimum of 3 years experience in the specialized area, **if application is for teaching in a specialized area.**

B. Degree program :

- A degree in any related speciality.
- The above as in 'A' applies.

- C. Medical Assistants applying for Clinical Instructors post, but had not been practicing for more than 3 years are required to do an attachment for a minimum period of 3 months prior to appointment.
 - D. All local preceptor or CI Should attend a program in clinical teaching.
- 3.5 There shall be a system for evaluation of both academic and administrative staff that demonstrates essential qualities for the development of appropriate attitudes, ethical and professional behaviors.
- 3.6 The Head of the Institution shall ensure that core skills are taught and validated.
- 3.7 Continuing education
- a. There shall be evidence of continuing education for academic and administrative staff.
 - b. There should be provision for sabbatical leave or time-off.
 - c. There is evidence of publications / presentations.
- 3.8 Succession planning
- There shall be evidence of succession planning for academic and administrative staff.

4. DOCUMENT 4 : THE CURRICULUM

The content of the curriculum shall be designed to prepare the students to :

- Assume the responsibility and accountability as stipulated in the Act 180, Medical Assistant (Registration) 1977.
- Apply knowledge, skills and demonstrate the right attitudes to meet the health care needs of individuals and families in wellness / sickness in the area of practice.
- Be a competent and safe Medical Assistants practitioner.

Criteria

4.1 The curriculum shall comprise of 5 core subjects :

- Basic Medical Sciences
- Medical and Surgical Sciences
- Public Health Sciences
- Nursing Sciences
- Behavioral Sciences

These sciences should constitute at least 80% of the total credit hours.

a. Allocation of percentage : Diploma

Core Sciences	Minimum (%)
Basic Medical Sciences	10
Medical and Surgical Sciences	30
Public Health Sciences	30
Nursing Sciences	20
Behavioral Sciences	10

b. Minimum course duration for a full-time :

Diploma programme	3 years
Degree programme	4 years

c. Total credits hours should be within the range of :

Diploma programme	90 – 115 credits
Degree programme	120 – 140 credits

4.2 The curriculum shall define the conceptual framework.



- 4.3 The organization shall define its semester system, the credit hours for theory and practice and the number of hours in a week that is being used. The school is allowed to implement a 2 or 3 semester system.

Calculation of credit hours :

a. Theory :

- 1 credit of lecture = 1 hour of theory in a week for 14 to 18 weeks.
- 1 credit of tutorial = 1.5 hours tutorial in a week for 14 to 18 weeks.
- 1 credit of practical skills unit = 2 hours x 14 to 18 weeks

(Tutorial and practical skills unit are computed as components of theory).

b. Clinical :

- 1 credit of clinical experience is calculated as :
1 credit hour = 6 hours of clinical practice per day X 2 weeks

- 4.4 The total credits per semester should not exceed 20 credit hours. Each subject should not exceed 4 credit hours in a semester.

- 4.5 In a modular program the credit weightage per module should be within 10 credits only.

- 4.6 The ratio between theory and practice :

	Certificate	Diploma	Degree
Theory :	30 - 40%	45% - 55%	50 - 60%
Practical :	60 - 70%	45% - 55%	40 - 50%

- 4.7 There shall be evidence of integration between theory and practice components :

- a. Each semester shall demonstrate evidence of theory followed by practice.
- b. Objectives of clinical posting shall be congruent with the theory of current semester.

- 4.8 There shall be evidence of early application of theory to practice.
- 4.9 Selection, organization and sequence of learning experiences including the clinical practice shall facilitate student achievement of course objectives.
- 4.10 There shall be a variety of teaching methods that promotes creativity and life long learning.
- 4.11 There should be sufficient clinical experiences in the various disciplines as required by Medical Assistants Board Malaysia with 60% emphasis in Medical and Surgical. The remainder will be used for exposure to specialized areas.
- 4.12 Emphasis on skills and attitudes necessary for effective communication and provision of safe practicing care :
- a. The curriculum shall have course objectives emphasizing on the psychomotor and effective domains to ensure the ability to communicate effectively, provide safe and caring practicing.
 - b. The curriculum shall define the level of achievements of procedures in the Log book / Clinical Record Book according to the semesters and for exit of course.
- 4.13 Review of curriculum every 3 – 5 years to address the professional and health needs of the country.
- 4.14 The curriculum shall illustrate the content sequence, breadth, depth and extent.
- 4.15 The Curriculum Committee shall consists of stakeholders, academic staff and members of the Medical Assistant Board Malaysia / regulatory / accreditation bodies.
- 4.16 A copy of the curriculum or the reviewed curriculum shall be extended to the Medical Assistant Board Malaysia.

5. DOCUMENT 5 : ADMISSION POLICY

The Medical Assistant institutions shall have an admission policy.

Criteria

5.1 Entry requirement

All candidates shall meet the minimum entry requirement as stipulated by the Medical Assistants Board Malaysia :

- i. Diploma Programme :
 - Passed *Sijil Pelajaran Malaysia (SPM)* or its equivalent with a minimum of 3 credits preferably in Science / Mathematics and;
 - A pass in Bahasa Malaysia
 - A pass in English
- ii. Degree Programme :
 - A Pass in *Sijil Tinggi Pelajaran Malaysia (STPM)* with 2 principles and the General Paper.
 - Pass in the Malaysian University English Test (MUET) – Band 3

For Foreign Student :

Pass International English Language Testing Services (IELTS) or Test Of English As A Foreign Language (TOFEL).

- iii. Upgrading of Diploma to Degree :
 - Diploma in Medical Assistant or it's equivalent.
 - Registered with Medical Assistant Board Malaysia and has a valid Annual Practicing Certificate.
- vi. Basic Degree Programme will take 4 years.
- v. Post Basic / Specialized Courses :
 - Minimum 1 year experience in related discipline.

5.2 Admission policy

- a. There shall be a policy and procedure for student's selection and admission, including selection and interview to determine suitability.
- b. The size of student intake shall be defined and related to capability of the Institution as been approved by the Medical Assistant Board Malaysia.
- c. The recruitment committee shall include a registered practicing Medical Assistant.

5.3 Health status

- a. Students shall be certified medically fit by a registered medical practitioner recognized by the recruiting institution.
- b. The students shall not have any physical disabilities that hinders professional dexterity.

6. DOCUMENT 6 : STUDENT ASSESSMENT

There is continuous assessment of students to ensure that the learning objectives are met.

Criteria

The institution shall :

- 6.1 Have its own examination policy.
- 6.2 Establish an Examination Committee which comprises of external examiner from the Medical Assistant Board Malaysia and practicing teacher personnel.
- 6.3 Define the grading system which must be based on the credit system.
- 6.4 Have External Examiners whose appointment is approved by the Institution and agreed by the Medical Assistant Board Malaysia.
- 6.5 Clearly define its method of assessment in order to assess knowledge, skills and attitude components through :
 - a. Written and practical examinations
(The assessment methods are based on the course objectives).
- 6.6 Ratio of continuous assessment and summative evaluation in theory and practice is clearly defined :

Continuous assessment	:	30 – 40%
Summative	:	60 – 70%
- 6.7 Continuous assessment and feedback of academic and clinical performances are discussed with students and documented.
- 6.8 There shall be documented evidence of tutorial and remedial classes.

7. DOCUMENT 7 : PROGRAMME EVALUATION

There shall be a mechanism for programme evaluation.

Criteria

7.1 Curriculum and implementation

- The school shall ensure content, breadth and sequencing of the curriculum are adhered to.

7.2 Teaching-learning activities

- There shall be evidence of evaluation on teaching-learning activities.

7.3 Teacher-student feedback system

- Process of monitoring shall involve teachers and students and are documented.

7.4 Facilities

- The institution should establish a system for maintaining and upgrading of facilities and resources.

8. DOCUMENT 8 : CONTINUOUS IMPROVEMENT ACTIVITIES

Documentation of continuous improvement activities includes monitoring and reviewing of educational programmes, assessment process, feedback by external examiners and other external agencies, and collaborative arrangements with service providers.

Criteria

- 8.1 Quality improvement activities include the following elements :
- a. Monitoring
 - Structured collection of information on important aspects in the delivery of program.
 - b. Assessment
 - Periodic assessments are used to identify deficiencies in the delivery of program and for improvement.
 - c. Action
 - When deficiencies are identified, actions for improvement are taken and are documented.
 - d. Evaluation
 - The effectiveness of actions taken is evaluated to ensure long-term improvement.
 - e. Feedback
 - The results of activities are regularly communicated to the staff and students.
- 8.2 Appropriately defined mechanism to monitor student progress and achievement.
- 8.3 Adequate clinical and academic learning environments are judged through educational audit.
- 8.4 Adequate learning, teaching and assessment tools and strategies.
- 8.5 Professionally informed judgements are made about the appropriateness of assessment, especially the practice / clinical assessment.
- 8.6 Sufficient teaching staff with relevant accredited teaching and professional qualifications.

- 8.7 Adequate support mechanisms for students.
- 8.8 Adequate provisions for quality management and enhancement, including the appointment of approved external examiners to moderate the assessment.
- 8.9 Evidence of utilization of findings from program evaluation for future improvement.

TERMINOLOGY / INTERPRETATION

“Registered Medical Assistant” refer to a person who has undergone a stipulated training programme as required by Medical Assistant Board Malaysia.

“Institution” refers to an educational institution / collage / school recognized by Medical Assistants Board Malaysia (MABM).

“Course” refers to all medical assistants courses leading to registration /recognition by the MABM.

“Standard” refers to the level of quality required or expected of the medical assistants program (MABM).

Compliance to the Standard should be expressed by a “Must”.

“Quality Development” refers to the advancement in the level of performance in the effort to bring about the best practice in the implementation of medical assistants education.

“Stakeholder” refers to any person/organization with vested interest in medical assistants education e.g. the consumer, public/private, professional organizations and the medical assistants profession.

“Administrative staff” refers to any person/persons appointed to manage and supervise the effective implementation of the educational programs, including the deployment of educational resources.

“Academic staff” refers to Registered Medical Assistants and others with appropriate qualifications and relevant experiences, who have been credentialed and recruited to implement the curriculum.

“Governance” refers to the decision making processes in the administration of an organization.

“International consensus” refers to universally accepted standard of medical assistants education/practice.

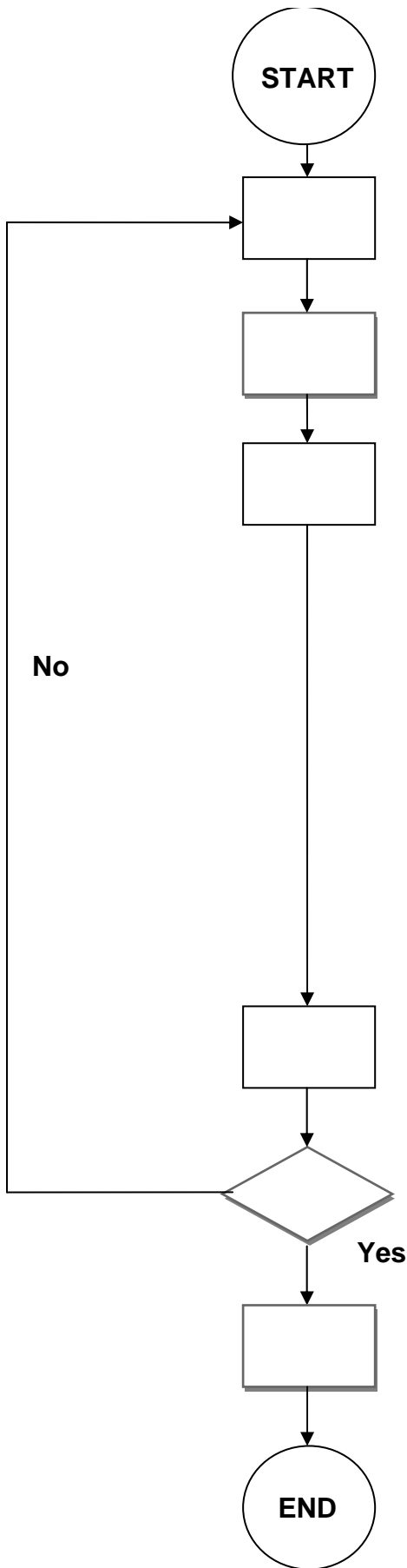
“Clinical Instructor (CI)” refers to a Registered Medical Assistants credentialed by the institution to provide clinical instruction, supervision and assessment of students’ clinical performance.

“Equipment” refers to items required for effective classroom teaching and demonstration of medical assistants skills.

“Medical Assistants Skills Lab” refers to the laboratory designated for the students to practice their clinical skills under simulated conditions.

“Clinical Practice” refers to the process of performing out clinical skills on patients.

FLOW CHART : APPLICATION FOR APPROVAL OF MEDICAL ASSISTANTS TRAINING PROGRAMME



Application for approval base on **Format MQA – TC - 01**

Receives of application for approval from **IPTS or MQA**

Register application by **Medical Assistants Board Secretary**

Secretary of Medical Assistant Board called for meeting of **Educational Committee** to checks on application document compliance with **STANDARD AND GUIDELINE FOR APPROVAL MEDICAL ASSISTANTS TRAINING PROGRAMME**

- Document 1 : Governance and Management
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Compliance reports and document proposal tabled in **Medical Assistants Board Meeting** chaired by Director General of Health for approval

MEDICAL ASSISTANTS BOARD MEETING : APPROVED

Approval receives from Medical Assistants Board Meeting and further process to be taken by Medical Assistants Board Secretary

Note : MQA means Malaysian Qualifications Agency

