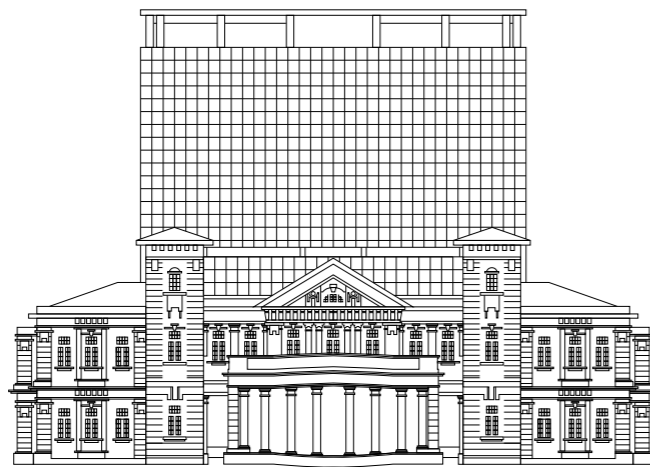




the people's university

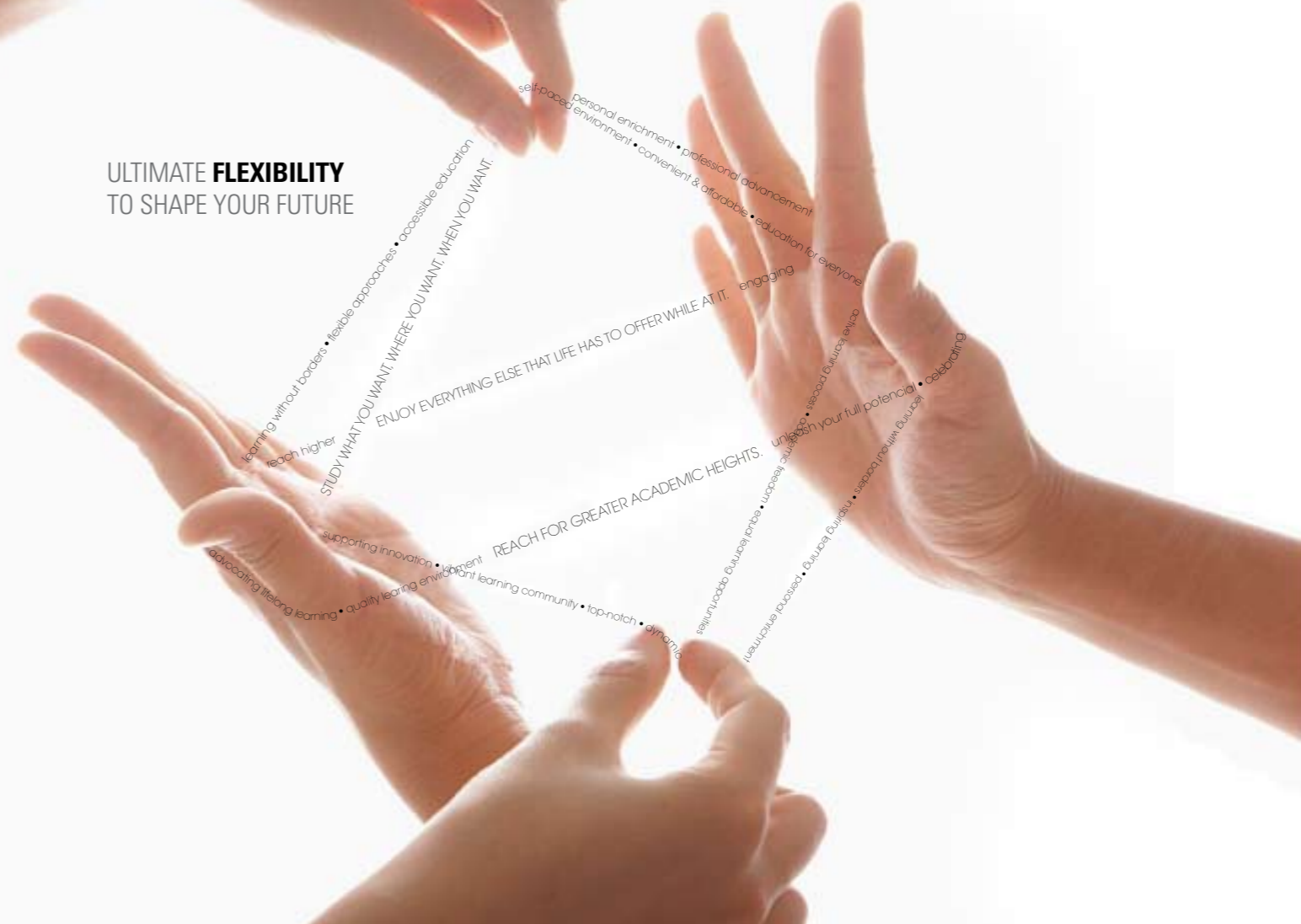
Biennial Report 2008 & 2009

ULTIMATE FLEXIBILITY
to attain your aspirations



WOU BIENNIAL REPORT 2008 & 2009

ULTIMATE FLEXIBILITY
TO SHAPE YOUR FUTURE



learning without borders • flexible approaches • accessible education
STUDY WHAT YOU WANT, WHERE YOU WANT, WHEN YOU WANT.
ENJOY EVERYTHING ELSE THAT LIFE HAS TO OFFER WHILE AT IT.
engaging
education for everyone
personal enrichment • professional advancement
self-paced environment • convenient & affordable • education for everyone
REACH FOR GREATER ACADEMIC HEIGHTS.
unleash your full potential • celebrating
advocating lifelong learning • quality learning environment • top-notch • dynamic
supporting innovation • vibrant learning community • top-notch • dynamic
advocating lifelong learning • quality learning environment • top-notch • dynamic
unleash your full potential • celebrating
personal enrichment • professional advancement
self-paced environment • convenient & affordable • education for everyone

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COUNCIL CHAIRMAN'S MESSAGE



Tun Dr Lim Keng Yaik

Chairman of Council, Wawasan Open University

THE PAST TWO YEARS HAVE BEEN IMPORTANT YEARS FOR THIS YOUNG UNIVERSITY AS WE HAVE TRANSITIONED FROM THE INITIAL EUPHORIA OF OUR ESTABLISHMENT TO THE HARD WORK OF EXPANDING WAWASAN OPEN UNIVERSITY (WOU) AND REACHING OUT TO MORE WORKING MALAYSIANS.

In line with our aim of providing working adults with a high quality and appropriate education we have increased our academic offerings, which now include two Master's programmes, one post-graduate diploma, 16 undergraduate programmes, four graduate diplomas and two graduate certificates. Our student body has also increased significantly and over 4,700 students have now benefitted from WOU's unique educational experience.

However, numbers only reveal one side of WOU's remarkable story; they cannot fully express the determination and vision of the University's leaders and the untiring efforts of the staff. Access to quality tertiary education is a right for all Malaysians and imperative if the nation is to progress socially, economically and equitably. I am confident that in the years to follow, WOU's contribution to the nation can only grow and grow. This is the lofty target that we have set for ourselves.

I would like to express my gratitude to Tan Sri Emeritus Prof Gajaraj Dhanarajan who stepped down as WOU's founding Vice Chancellor in December 2009. Tan Sri Raj's energy and expertise played a central part in WOU's establishment; WOU is truly indebted to this humble man.

It is a pleasure to introduce Prof Dr Wong Tat Meng as WOU's new Vice Chancellor. As the previous Deputy Vice Chancellor (Academic), his appointment marks a smooth transition for the University and he also brings a wealth of experience to his new role. I am confident that under his stewardship, WOU will continue to spread its wings.

To all our students and stakeholders I thank you for your trust in WOU. We will continue to shoulder your hopes and expectations responsibly and to the very best of our abilities. This is our promise.

VICE CHANCELLOR'S MESSAGE

THE PERIOD 2008-2009 HERALDED A NUMBER OF SIGNIFICANT MILESTONES AS THE UNIVERSITY'S GROWTH CONTINUES ON A HEALTHY TRAJECTORY.

On January 19, 2008, the Main Campus was officially declared opened by then Prime Minister Tun Dato' Seri Abdullah Ahmad Badawi who also announced a grant of RM20 million as a token of the Government's support for WOU's efforts to deliver industry relevant tertiary education to the country's working adults. On 29th November the same year Tun Dato' Seri Utama Dr Lim Chong Eu was officially installed as the 1st Chancellor of the University.

During this period, we moved steadily towards our mission of bringing quality tertiary education to all via the opening of three more Regional Offices (Kota Bharu, Bandar Utama in PJ and Kuching), the establishment of the School of Education, Languages and Communications as well as the establishment of the Centre for Professional Development and Continuing Education (PACE) based in the re-designated Kuala Lumpur Campus.

Academically, we expanded our programme offerings to include post-graduate programmes (CeMBA and CeMPA) as well as sub-degree programmes (Graduate Certificate and Graduate Diploma). We also moved progressively towards a fully online learning environment through the introduction of innovations like online registration, the online assignment submission and marking system and the delivery of course materials via CD ROM. In addition, the University's Quality Assurance Unit, Internal Audit Unit and the Institute of Research and Innovation were set up to enhance quality as well as promote research and scholarly publications.

Our students had reached 2548 by the July 2009 semester while to-date a total of 4700 working adults have experienced the learning opportunities we offer. This was achieved despite the negative impacts of the global financial crises. The CeMBA programme has been well received with its 355 enrolled students making it one of the larger MBA Schools in the country.

The end of the year also saw the retirement of our Founding Vice-Chancellor Tan Sri Dato' Emeritus Professor Dr Gajaraj Dhanarajan. The WOU learning community

owes Tan Sri Raj a great depth of gratitude for his vision and his exemplary leadership. He has mapped out a plan to turn the University into a great institution for the promotion of lifelong learning using the technology enhanced open distance learning approach. As his successor, I pledge to build upon this platform to make WOU the preferred choice for meeting the education and training needs of the country's working adults and their employers.

Since our establishment, we have worked hard to put in place a quality assurance system and practice that regularly surpass the requirements of the national quality agency. We will leave no stone unturned to promote the development of a quality culture amongst all components of our workforce to ensure that our students are able to benefit from a quality learning experience.



Prof Dr Wong Tat Meng
Vice Chancellor & Chief Executive Officer
Wawasan Open University

The Early Years of WOU

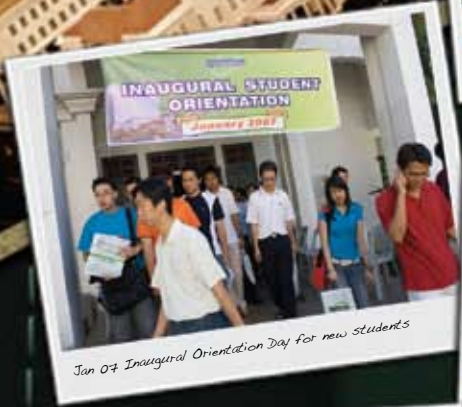
2006 2007



Jan 06 Groundbreaking ceremony at WOU Main Campus



Apr 06 MoU signing with the Commonwealth of Learning (COL)



Jan 07 Inaugural Orientation Day for new students



Mar 07 Launching of Chancellor's Scholarship Fund



June 07 Official Opening of the Penang Regional Office



Nov 07 Official Opening of the Johor Bahru Regional Office



Nov 07 Unveiling of the Yeap Chor Ee statue at the Main Campus



Jan 08 Launching of WOU Main Campus



Nov 08 Tun Dr. Lim Chong Eu officially installed as WOU's 1st Chancellor



Feb 09 Learning for Content Workshop held at the Main Campus



June 09 3rd PAN ALL Partners Conference at the WOU Main Campus

2009 008



Sept 06 Molls signing with OUKH, UniSIM & YCMOU



Sept 06 WOU officially launched by the Minister of Higher Education



Jan 07 Moll signing with PSDC



Aug 07 Official Opening of the Kuala Lumpur Regional Office



Sept 07 Road to Dawn Charity Premiere in aid of Chancellor's Scholarship Fund



Oct 07 Official Opening of the Ipoh Regional Office



Mar 08 Collaboration with FMM



Apr 08 Moll signing with CIMB



Sept 08 PANdora Capacity Building Workshop



July 09 Revolution! Your World. Your Classroom - WOU's first Learning Carnival



Dec 09 Prof Dr Wong Tal Meng succeeds Tan Sri Emeritus Prof G.Dhanaraj as the new Vice Chancellor

VISION

To be a vibrant learning community that inspires learning, supports innovation and nurtures all-round personal growth.

MISSION

We commit ourselves to the expansion of opportunities in higher education and excellence in teaching so as to increase the level of knowledge and scholarship among all Malaysians.

VALUES

We believe that you have the potential to develop to the fullest, in line with the cherished noble values that we all share. We believe in:

- Upholding high institutional standards;
- Celebrating the diversity of our students;
- Recognising our employees;
- Valuing citizens and the community; and
- Academic freedom & fairness.



Wawasan Open University Sdn Bhd (WOUSB) is a private, not-for-profit university, established in accordance with the Private Higher Educational Institutions Act 1996 (Act 555), and wholly owned by the Wawasan Education Foundation (WEF), a tax-exempt entity.

In line with the principles of good and transparent governance, the functions, structure, leadership, membership and reporting protocols of the major permanent decision-making bodies are clearly defined in the Wawasan Open University Constitution, developed in accordance with the Private Higher Educational Institutions Act 1996 (Act 555).

WOU has in place a governance structure that reflects international good practice and one that is underpinned by a culture of openness, transparency, accountability and academic excellence.

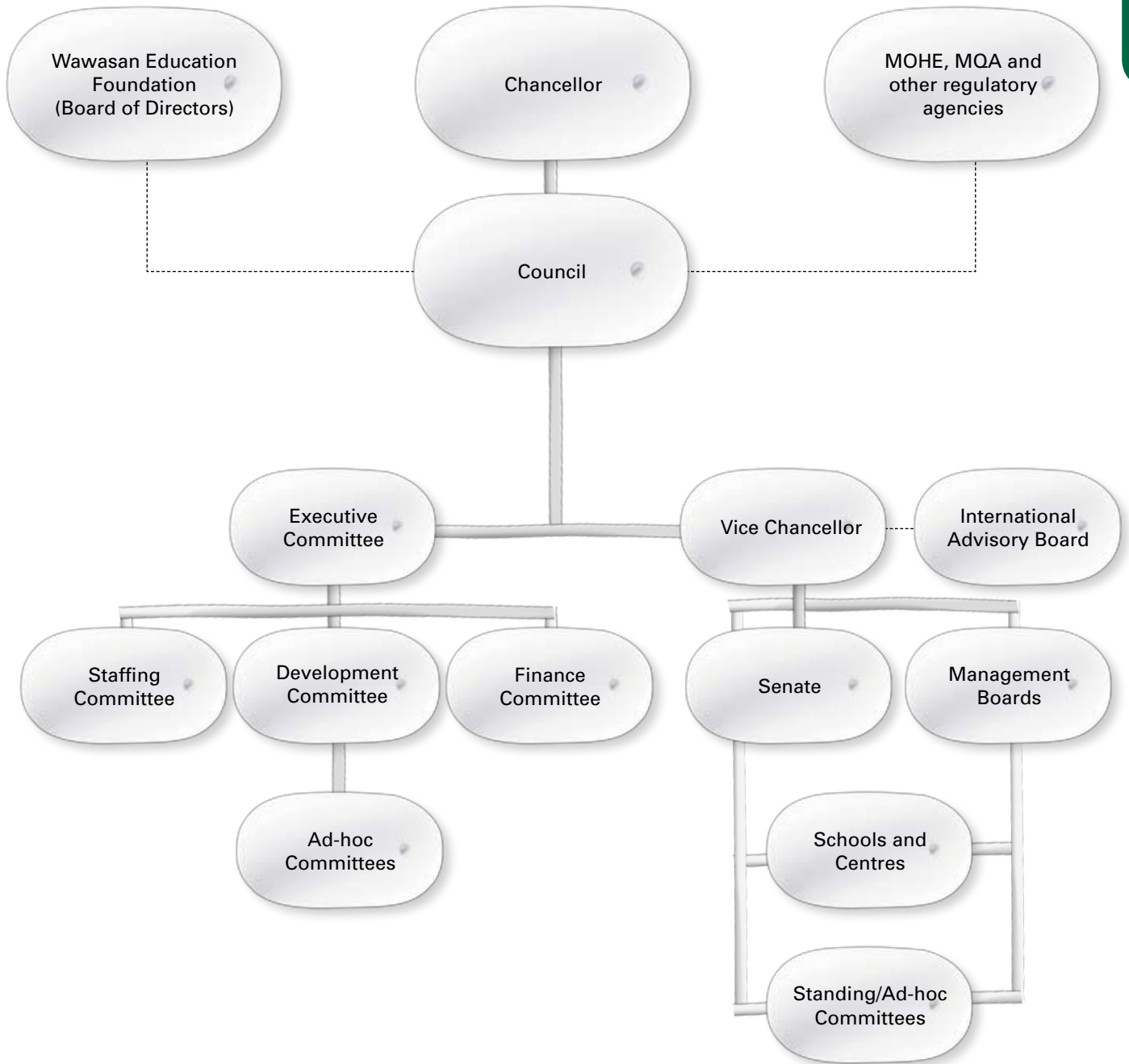
The key features of WOU's governance structure are:

- Accountability - the University's academic and operational bodies are ultimately accountable to the Council and Board of Directors of the WEF;
- Transparency - full records of all University Authority meetings are archived and available for inspection;
- A clearly defined system of 'checks and balances' where each operational body reports to a higher authority all the way to the governing Council and the Board of Directors of the WEF.



Tun Dato' Seri Utama Dr Lim Chong Eu
Chancellor of Wawasan Open University
Installed on 29th November 2008

WOU'S GOVERNANCE STRUCTURE



WAWASAN EDUCATION FOUNDATION (WEF)

Directors



From left to right

Dato' Seri Stephen Yeap Leong Huat

- Executive Chairman, Heng Lee & Company Sdn Bhd

Tan Sri Dato' Emeritus Prof Dr Gajaraj Dhanarajan

- (Hon) Director, Institute for Research and Innovation (IRI), Wawasan Open University

Dr Chew Sing Buan

- Director, Centre for Academic Excellence, Stamford College

Dato' Lim Kheng Guan

- Executive Director, Malaysian Management Consultants Sdn Bhd

Dato' Chet Singh

- Director, Socio-Economic and Environmental Research Institute (SERI)

Mr Loo Choo Teng

- Chief Executive Officer, Heng Lee Group

Members

Tun Dr Lim Keng Yaik

- Advisor, Parti Gerakan Rakyat Malaysia

Dato' Lim Kheng Guan

- Executive Director, Malaysian Management Consultants Sdn Bhd

Dato' Seri Chia Kwang Chye

- Vice President, Parti Gerakan Rakyat Malaysia

Dato' Seri Kerk Choo Ting

- Former Deputy President, Parti Gerakan Rakyat Malaysia

Tan Sri Dato' Emeritus Prof Dr Gajaraj Dhanarajan

- (Hon) Director, Institute for Research and Innovation (IRI), Wawasan Open University

Datin Fakhitah Mohd Darus

Tan Sri Dr Koh Tsu Koon

- Minister in the Prime Minister's Department
- President, Parti Gerakan Rakyat Malaysia

Dato' Dr Teng Hock Nan

- Vice-President, Parti Gerakan Rakyat Malaysia

Datuk Ng Chiang Chin @ Ng Wang

- Treasurer, Parti Gerakan Rakyat Malaysia

Dato' Seri Stephen Yeap Leong Huat

- Executive Chairman, Heng Lee & Company Sdn Bhd

Dato' Dr Sharom Ahmat

- Chairman, Board of Directors, Socio-Economic and Environmental Research Institute (SERI)

THE COUNCIL

The Council is the executive body responsible for charting WOU's direction and growth. WOU's Council Members include highly respected individuals from the public and private sectors, commerce and industry, academia and non-governmental organisations. This well-balanced mix provides WOU with dynamic leadership and a strong vision for the University's future.



Council Chairman

Tun Dr Lim Keng Yaik

- Advisor, Parti Gerakan Rakyat Malaysia



Deputy Chairman

Dato' Chet Singh

- Director, Socio-Economic and Environmental Research Institute (SERI)



Prof Dr Wong Tat Meng

- Vice Chancellor/Chief Executive Officer, Wawasan Open University



Tan Sri Dato' Emeritus Prof Dr Gajraj Dhanarajan

- (Hon) Director, Institute for Research & Innovation, Wawasan Open University



Dato' Dr R Thillainathan

- **Chairman, Financial Committee**
- Independent Non-Executive Director, Genting Berhad



Dato' Dr Freezailah Che Yeom

- **Chairman, Staffing Committee**
- Chairman, Malaysian Timber Certification Council

THE COUNCIL



Dato' Boonler Somchit

- Chief Executive Officer, Penang Skills Development Centre (PSDC)



Dato' Dr Leong Yueh Kwong

- Chair, Centre for Environment and Sustainability Studies, Socio-Economic and Environmental Research Institute (SERI)



Dato' Dr Mahani Zainal Abidin

- Chief Executive Officer, Institute of Strategic and International Studies (ISIS), Malaysia



Dato' Dr Michael Yeoh

- Founder/Chief Executive Officer/ Director, Asian Strategy & Leadership Institute (ASLI)



Dato' Seri Nazir Ariff

- Executive Director, Ivory Properties Group



Emeritus Prof Dato' Dr C P Ramachandran

THE COUNCIL



Ms Rinalia Abdul Rahim

- Managing Director, Compass Rose Sdn Bhd



Dato' Dr Tan Tat Wai

- Group Managing Director, Southern Steel Berhad



Ms Janice Yeap Liew Kee

- Senior Vice President, CIMB Group



Prof Dr Wong Poh Kam

- Prof, NUS Business School & Director, NUS Entrepreneurship Centre



Mr R Padmanathan

- Secretary to Council
- Registrar of WOU (till 2006)

INTERNATIONAL ADVISORY BOARD



Ms Shona Butterfield

Member,
Tertiary Education Commission of New Zealand



Dr Paul Cappon

President and Chief Executive Officer,
Canadian Council on Learning



Prof Dr Brenda Gourley

Former Vice-Chancellor,
The Open University, United Kingdom




Prof Dr Abdul W Khan

Assistant Director-General, *UNESCO*



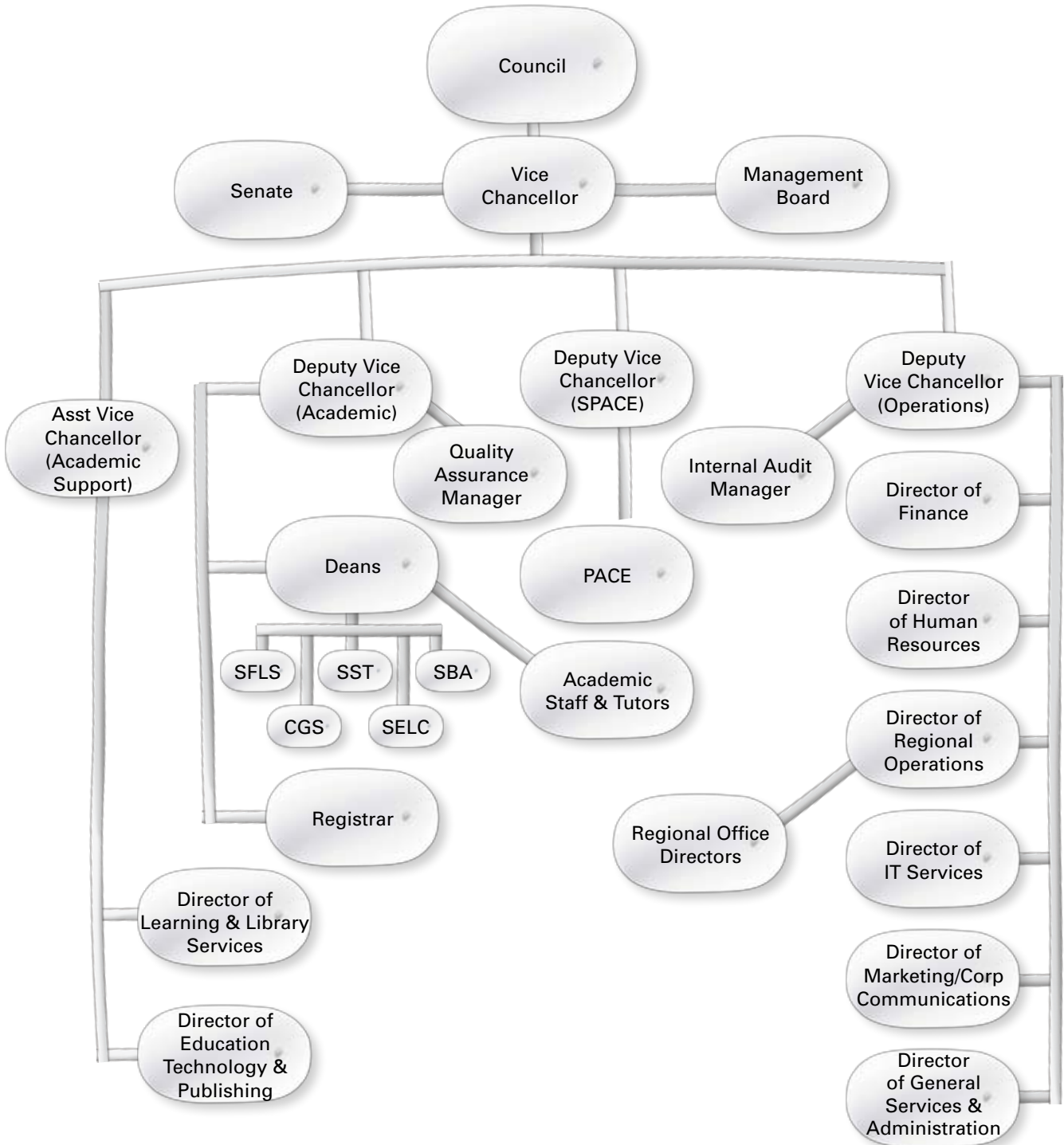
Mr John Yip

Former Director-General of Education,
Singapore

The image shows a grand, ornate interior space, likely a library or a formal hall. The ceiling is highly decorative, featuring a grid of coffered panels with intricate carvings. The walls are light-colored with classical architectural details, including columns and decorative moldings. A large, ornate chandelier hangs from the ceiling on the left. In the center, there is a wooden staircase with a dark railing. The floor is made of polished wood. The overall atmosphere is one of elegance and historical grandeur.

The International Advisory Board connects WOU to the heart of the international ODL community. IAB members are all globally-recognised experts in the field of ODL and regularly consult with WOU to ensure that the University's programmes, teaching and delivery methods are in accordance with the highest international standards.

ORGANISATIONAL STRUCTURE



THE SENATE



Seated from left to right

Prof Dr Malachi Edwin Vethamani

- Dean, School of Education, Languages & Communications (SELC)

Prof Dr Mogana Dhamotharan

- Dean, School of Foundation & Liberal Studies (SFLS)

Dr Seah Soo Aun

- Deputy Vice Chancellor (Operations)

Prof Dr Wong Tat Meng

- Vice Chancellor

Mr U K Menon

- Deputy Vice Chancellor (Strategy, Planning & Continuing Education)

Prof Dato' Dr Ho Sinn Chye

- Assistant Vice Chancellor (Academic Support)

Prof Dr Tham Choy Yoong

- Dean, School of Science & Technology (SST)

Prof Dr Chee Kim Loy

- Dean, School of Business & Administration (SBA) & Acting Director, Centre for Graduate Studies (CGS)

Standing from left to right:

Pn Kamsiah Mohd Ali

- Director, Learning & Library Services

Assoc Prof Dr Andrew Foong Lai Sun

- Associate Prof, School of Foundation & Liberal Studies

Ms Sovindar Kaur

- Deputy Registrar

Ms Karen Khor Ean Teng

- Lecturer, School of Science & Technology

Mr Yeong Sik Kheong

- Registrar

Ms Jasmine Selvarani Emmanuel

- Senior Lecturer, School of Foundation & Liberal Studies

Mr Tan Pooi See

- Manager, Information Technology Services

Ms Grace Lau

- Director, Education Technology & Publishing

Mr R Padmanathan

- Secretary to Council

Absent:

Ms Chua Saw Nee

- Head of Finance

Dr Koo Wee Kor

- President, DISTED College

MANAGEMENT BOARD



Seated from left to right:

Mr Yeong Sik Kheong

- Registrar

Dr Seah Soo Aun

- Deputy Vice Chancellor (Operations)

Prof Dr Wong Tat Meng

- Vice Chancellor

Mr U K Menon

- Deputy Vice Chancellor
(Strategy, Planning & Continuing Education)

Prof Dato' Dr Ho Sinn Chye

- Assistant Vice Chancellor (Academic Support)

Standing from left to right:

Pn Kamsiah Mohd Ali

- Director, Learning & Library Services

Ms Agnes James

- Director, Corporate Communications &
Acting Director, Marketing

Ms Chua Saw Nee

- Head of Finance

Mr Tan Pooi See

- Manager, Information Technology Services

Dr Andy Liew Teik Kooi

- Manager, Quality Assurance Unit

Mr Ong Teong Keng

- Manager, Internal Audit

Prof Dr Malachi Edwin Vethamani

- Dean, School of Education, Languages &
Communications (SELC)

Mr Andrew Joseph

- Director, General Services & Administration

Prof Dr Chee Kim Loy

- Dean, School of Business & Administration (SBA) &
Acting Director, Centre for Graduate Studies (CGS)

Prof Dr Tham Choy Yoong

- Dean, School of Science & Technology (SST)

Mr Chong Kong Hoong

- Director, Regional Operations

Prof Dr Mogana Dhamotharan

- Dean, School of Foundation & Liberal Studies (SFLS)

Ms Grace Lau

- Director, Education Technology & Publishing

Ms Shirley Khoo

- Director, Human Resources

REGIONAL OFFICE DIRECTORS



Seated from left to right:

Dr Seah Soo Aun

- Deputy Vice Chancellor (Operations)

Prof Dr Wong Tat Meng

- Vice Chancellor

Standing from left to right:

Ms Ching Huey Ling

- Director, Ipoh Regional Office

En Azly Yong Abdullah

- Director, Kota Bharu Regional Office

En Abdul Rahman Sidek

- Director, Kuala Lumpur Regional Office

Dr Ng Peng Long

- Director, Johor Bahru Regional Office

Mr U K Menon

- Deputy Vice Chancellor
(Strategy, Planning & Continuing Education)

Mr K Manoharan

- Director, Penang Regional Office

Mr Jimmy Chai

- Director, Kuching Regional Office

Mr Chong Kong Hoong

- Director, Regional Operations

ACADEMIC PROFILE

SCHOOL OF BUSINESS & ADMINISTRATION (SBA)

Overview

The School is barely three years old and is in the early stage of development of its academic programmes but nevertheless it has made its presence strongly felt in the community and in the higher education market.

SBA is headed by the Dean, Prof Dr Chee Kim Loy, and 12 academics.

SBA currently offers six Bachelor of Business programmes as listed below:

- Bachelor of Business (Hons) in Sales and Marketing
- Bachelor of Business (Hons) in Banking and Finance
- Bachelor of Business (Hons) in Management
- Bachelor of Business (Hons) in Business Information Systems
- Bachelor of Business (Hons) in Accounting
- Bachelor of Business (Hons) in Logistics and Supply Chain Management

SBA also currently offers two Master's programmes as listed below:

- Commonwealth Executive Master of Business Administration (CeMBA)
- Commonwealth Executive Master of Public Administration (CeMPA)

New Programmes

The year 2009 was a period of further consolidation and innovation of SBA's academic programmes. Sub-degree programmes such as graduate certificate and graduate diploma programmes were developed to complement the existing undergraduate programmes. The following programmes have received approval from the Ministry of Higher Education (MOHE):

- Bachelor of Business (Hons) (Corporate Administration)
- Graduate Diploma in Business Accounting
- Graduate Diploma in Sales and Marketing
- Graduate Diploma in Corporate Administration
- Graduate Certificate in Business Management



ACADEMIC PROFILE

SCHOOL OF BUSINESS & ADMINISTRATION (SBA)

A new undergraduate programme in Entrepreneurship and Business Management was developed and submitted to the Malaysian Qualifications Agency (MQA) for approval.

Providing executive training

After a highly competitive bidding process, SBA was awarded a contract in 2008 to provide executive training for senior managers of a large multinational corporation based in Penang for a period of 6 months. Well-known facilitators were invited from local and overseas countries to take part in this workshop.

The School has also been active in carrying out non-formal training programmes and successfully organised a workshop in Kaizen techniques for the public in Penang. As part of the School's commitment to community service, SBA lecturers were also invited to give talks on topical issues to the local community.

Aspirations

New positions in the form of Visiting Fellows were also created and they have provided useful resources to enrich the academic programmes through their participation in the various activities of the academic life at the School through seminars, training and course development. SBA's first local lecturer, Teoh Ai Ping, succeeded in finishing her doctoral programme and won a research fellowship to Korea.

SBA has initiated various forms of collaboration with professional institutions including CIMA and CIM. Collaboration with MAICSA has also been initiated for future development and the implementation of new types of programmes.

Research & Publications

Chee Kim Loy

Research Report

Chee, K L (2008). *Managing Strategic Service Change: A Case Study of Ministry of Health Decentralisation of Primary Health Care*, Ministry of Health, Brunei Darussalam.

Saravanan Murugeson

Conference Proceedings

Murugeson, S (2009). *Managing Human Factors for Warehouse Workplace Safety*, Proceedings from 3rd International Conference on Operations and Supply Chain Management. Bujang Valley, Kedah, Malaysia.

Tee Chwee Ming

Journals

Tee, C M & Chan, S G (2008). *The influence of ownership structure on the corporate performance of Malaysian public listed companies*, ASEAN Economic Bulletin, 25(2): 195-208.

Tee, C M & Hooy, C W (2009). *Director's pay performance in Malaysian Government-Linked Companies*, Bankers Journal Malaysia, 133: 28-33.

Conference Proceedings

Hooy, C W and Tee, C M (2008). *Board of directors' pay: From the perspective of Malaysian GLCs*, Universiti Malaysia Sabah International Business Borneo Conference.

ACADEMIC PROFILE

SCHOOL OF BUSINESS & ADMINISTRATION (SBA)

Teoh Ai Ping

Journals

Wu, B and Teoh, A P (2008). *The Influence of National Culture Towards Learners Interaction in the Online Learning Environment*, Quarterly Review of Distance Education, 9(3): 327-339.

Wu, B and Teoh, A P (2008). *A Comparative Analysis of Learners Interaction in the Learning Management Systems: Does National Culture Matter?*, AAOU Journal, 3(1): 1-16.

Liew, T K and Teoh, A P (2008). *Factors Influencing Students' Performance in Wawasan Open University: Does Age, Education Background and Course Load Matter?*, Journal of Tianjin Radio and TV University, 13(1): 25-28.

Teoh, A P (2009). *An Interview with Tan Sri Dato' Prof Emeritus Dr Gajaraj Dhanarajan: Distance Education in Building the Nation's Capability of Human Resources* [in Chinese], Open Education Research, 15(6).

Aw, Y C, Teoh, A P and Eaw, H C. *Book Review E-Commerce 2009: Business, Technology, and Society*, International Journal of Business Science and Applied Management, 5(1).

Conference Proceedings

Wu, B and Teoh, A P (2008). *A Comparative Analysis of Learners' Interaction with Online Content in the Web-based Learning Management Systems towards Learners' Performance*, 22nd Annual Conference of Asian Association of Open Universities, Tianjin, China.

Liew, T K and Teoh, A P (2008). *Factors Influencing Students' Performance in Wawasan Open University: Does Age, Education Background and Course Load Matter?*, 22nd Annual Conference of Asian Association of Open Universities, Tianjin, China.

Research Report

Teoh, A P (2009). *A Report on A Comparative Study of Open Distance Education Delivery in Korea National Open University and Wawasan Open University*, AAOU Research Exchange Fellowship Programme.

ADVISORY PEER GROUP

Prof Dr Juhary Haji Ali

- Dean, School of Management, Asia e-University

Prof Dr Muhamad Jantan

- Director, Corporate and Sustainable Development Division, Universiti Sains Malaysia

Dato' Ooi Sang Kuang

- Deputy Governor, Bank Negara Malaysia (BNM)

Prof Osman Mohamad

- Head, Internalisation Research Cluster, School of Management, USM

Dr Veerinderjeet Singh

- Managing Director, Taxand Malaysia Sdn Bhd

Dato' Wong Siew Hai

- Chairman, Malaysian-American Electronics Industry (MAEI)

ACADEMIC PROFILE

SCHOOL OF SCIENCE & TECHNOLOGY (SST)

Overview

The School of Science and Technology (SST) continuously strives to ensure that its suite of academic and skills training programmes remain relevant and meet market demand in the K-economy. SST currently offers five Bachelor of Technology programmes as listed below:

- Bachelor of Technology (Hons) in Computer Systems and Networks
- Bachelor of Technology (Hons) in Computing and Intelligent Systems
- Bachelor of Technology (Hons) in Electronic Commerce
- Bachelor of Technology (Hons) in Electronics
- Bachelor of Technology (Hons) in Information and Communication Technology

There are currently eight academic staff, trained in relevant disciplines including mathematics, computer science, electronics and information and communication technology (ICT), working under the Dean, Prof Dr Tham Choy Yoong.

A total of 667 students are pursuing the Bachelor of Technology programmes. This figure represents a more than three-fold increase over the 200 student enrolment figure recorded in the inaugural Semester 1 in January 2007.

New programmes

In addition to the above-mentioned ongoing undergraduate programmes, four new programmes - one at the Masters level and three at the Graduate Diploma level - are being developed:

- Master of Science in Financial Information Systems
- Graduate Diploma in Electronics
- Graduate Diploma in Telecommunication
- Graduate Diploma in Database Management

The choice and composition of these new programmes were mainly driven by the projected needs of the nation as well as the needs of WOU's prospective students. These new programmes are targeted to be launched in 2010 when the approval of the Ministry of Higher Education (MOHE) has been obtained.



ACADEMIC PROFILE

SCHOOL OF SCIENCE & TECHNOLOGY (SST)

Aspirations

The School will continue its efforts to forge partnerships with strategic partners from the relevant science and technology sectors or industries, and work synergistically with them to identify new specific needs of employers and develop new HRD programmes to meet such needs.

At the same time it will study future market needs for opportunities to develop new cross-disciplinary programmes jointly with the School of Business and Administration, School of Foundation and Liberal Studies and School of Education, Languages and Communications in fields like education, management and communication.

Research & Publications

Karen Khor Ean Teng

Journal

Khor, E T (2009). *Back-End Application in Generation of dynamic presentations in SCORM conformant LMS*, The International Journal of Learning, Vol13 (ISSN: 1447-9494).

Conference Proceedings

Khor, E T (2009). *Dynamic Generation of Web-based Presentations in Open and Distance Learning (ODL) Environment with Media Objects*, International Conference on Information (ICI-9),97-105.

Khor, E T and Yeoh, E T (2009). *Framework for Personalised E-Learning in the Dynamic Web Interface*, MMU International Symposium on Information and Communication Technologies, (TS14), 01-04.

Khor, E T and Yeoh, E T (2009). *Performance-based Variations in Dynamic Generation of e-Learning Web-based Presentations*, International Conference on Web-Based Education, (504-055), 317-322.

Khor, E T and Yeoh, E T (2009). *Dynamic Appearance Model in SCORM-Compliant E-Learning*, MMU International Symposium on Information and Communication Technologies, (TS4E), 523-528.

Rajasegeran Ramasamy

Conference Proceedings

Rajasegeran, R (2009). *Comparison between Performance in Assignments and Examination Case Study of WUC 114/05 University Mathematics A courses in Wawasan Open University*, 23rd Asian Association of Open Universities Conference, Tehran, Iran.

Rajasegeran, R (2009). *Mathematics in E-Learning*, International Conference on Information 9, Open University of Malaysia, Kuala Lumpur.



ACADEMIC PROFILE

SCHOOL OF SCIENCE & TECHNOLOGY (SST)

Vincent Chung Sheng Hung

Journals

Chung, S H and Rajasvaran, L (2009). *Mobile Agents in Mobile Telemedicine - Replication Agent and Snapshot Agent Approach to Overcome Wireless Bandwidth Limitation*, Multimedia Cyberscape Journal, vol. 3, no. 4, pp. 41-45.

Chung, S H and Rajasvaran, L (2008). *Neural Networks in Image Processing: A Review of Current Applications*, INTI Journal, vol. 2, no. 1, pp. 582-592, Invited paper.

Conference Proceedings

Chung, S H (2009). *Mobile Agents Approach in Mobile Learning Environment - ACID Mobile Transaction*, ICI9, International Conference on Information, Kuala Lumpur, pp. 138-143.

Chung, S H (2008). *Classification of liver diseases MRI images using first-order statistics - Grid computing approach*, Conference on Human System Interactions, Krakow, Poland.

Chung, S H and Rajasvaran, L (2008). *Remote Data Access Mobile Agent In Wireless Telemedicine*, MMU International Symposium on Information and Communication Technologies, pp. TS10 1-4.

ADVISORY PEER GROUP

Dato' Ahmad Shukri Tajuddin - until June 2009

- Group Chief Executive Officer, Kulim Technology Park Corporation

Prof Dr Ahmad Yusoff Hassan - until December 2009

- Vice Chancellor, Universiti Teknikal Malaysia Melaka (UTeM)

Dato' Boonler Somchit

- Chief Executive Officer, Penang Skills Development Centre (PSDC)

Prof Dr David Ngo Chek Ling

- Dean, Faculty of Computer Science & Information Technology, UM

Prof Dr Marzuki Khalid - from October 2009

- Deputy Vice Chancellor (Research and Innovation), UTM

Prof Lee Seng Luan - until December 2009

- Prof, Department of Mathematics, Faculty of Science, National University of Singapore (NUS)

Dato' Lee Ow Kim

- Senior Consultant cum Company Secretary, Toray Malaysia Group and Toray Malaysia Science Foundation



ACADEMIC PROFILE

SCHOOL OF EDUCATION, LANGUAGES & COMMUNICATIONS (SELC)

Overview

The School of Education, Languages and Communications (SELC) was established on 29 March 2008 to support the University in its efforts to increase the level of knowledge and scholarship in the broad areas of education, languages and communications by developing and delivering programmes leading to the award of degrees and qualifications at the undergraduate and postgraduate levels.

SELC is located at the Kuala Lumpur Regional Office and is headed by the Dean, Prof Dr Malachi Edwin Vethamani, and two academics.

Programmes

The Bachelor of Education (Hons) in Primary Education programme will be offered in July 2010 to provide in-service teachers the opportunity for professional upgrading without having to leave their workplace, families or geographical location. This planned programme is targeted at teachers who possess a Diploma in Education with 2-year working experience or a Certificate in Education with 3-year working experience. For candidates with such basic qualifications and working experience, a specially designed 70-credit programme with course exemptions for these teachers is provided for instead of the regular 120-credit programme.

The Post-Graduate Diploma in Education programme will also be offered in July 2010 and is designed to meet the needs of an increasing number of graduates from various disciplines who have entered into the teaching profession without any formal qualifications in education. This planned 33-credit programme will provide both paedagogical content and skills for graduates from various disciplines to upgrade the quality of their teaching.

Aspirations

The School, in collaboration with the Centre for Graduate Studies, plans to offer postgraduate programmes at the master and doctoral levels. SELC is working towards providing a strong positive presence in the field of education, languages and communications both in Malaysia and around the world.

Research & Publications

Malachi Edwin Vethamani

Journals

Malachi Edwin Vethamani and Prema Nair. *Multiple Responses to Verbal Discourse in the Reading of Literary Texts*, International Education Studies Journal Vol. 2 No. 4 pp 182-194, 2009.

Malachi Edwin Vethamani, Umi Kalthom Abd Manaf and Omid Akbari. *Malaysian Lower Secondary ESL Learners' Use of Modals in Narrative Compositions*, Philippine Journal for Language Teaching, Vol. XLVII P. 20-30, December 2008.

Malachi Edwin Vethamani and Too Wei Keong. *"Connecting Linkin Park and Good Charlotte to ESL Learners"*, 3L The Journal of Language Teaching, Linguistics and Literature Vol. 14, 2008.

Malachi Edwin Vethamani, Umi Kalthom Abd Manaf and Omid Akbari. *ESL Learners' Use of Modals in Narrative Compositions: Syntactic and Semantic Accuracy*, TEFLIN (Teachers of English as a Foreign Language Indonesia) Journal, Vol. 19, No. 2, p. 141-159, August 2008.

Malachi Edwin Vethamani, Umi Kalthom Abd Manaf and Omid Akbari. *Students' Use of Modals in Narrative Compositions: Forms and Functions"*, English Language Teacher, Vol. 1, No. 1, p. 61-73, June 2008.

ACADEMIC PROFILE

SCHOOL OF EDUCATION, LANGUAGES & COMMUNICATIONS (SELC)



Academic Books

Malachi Edwin Vethamani and Muhamad Kamarul Kabilan (eds). *Qualitative Studies on English Language Teacher Development*. Petaling Jaya, Sasbadi Sdn. Bhd. 2008.

Malachi Edwin Vethamani and Muhamad Kamarul Kabilan (eds). *Practices and Issues in English Language Teacher Development*. Petaling Jaya, Sasbadi Sdn Bhd 2008.

Book Chapters

Chelvenderan Rama Samy, Wong Su Luan, Malachi Edwin Vethamani, Arshad Abdul Samad. *Interactive Multimedia Courseware: Engaging A Continuum-Focussed Evaluation Framework* in Wong Su Luan, et al. (eds) *Technology and Education: Issues, Empirical Research and Applications*. Serdang: Universiti Purtra Press. pp 193-216, 2009.

Muhamad Kamarul Kabilan, Malachi Edwin Vethamani and Chee Suet Fong. *Learning From the Less Meaningful INSET: Teachers' Perspectives* in Malachi Edwin Vethamani and Muhamad Kamarul Kabilan (Eds.) *Practices and Issues in English Language Teacher Development*. Petaling Jaya: Sasbadi Sdn. Bhd. pp 80-96, 2008.

Malachi Edwin Vethamani, Muhamad Kamarul Kabilan and Mahbud Ahsan Khan. *E-Portfolio and English Language Teacher Development* in Muhamad Kamarul Kabilan and Malachi Edwin Vethamani (Eds.) *Qualitative Studies on English Language Teacher Development*. Petaling Jaya: Sasbadi Sdn. Bhd. pp 88-104, 2008.

ADVISORY PEER GROUP

Prof Dato' Dr Ibrahim Bajunid

- Deputy President, INTI University College (INTI-UC) Laureate International Universities

Prof Yvonne Fung Shi Yuk Hang

- Dean, School of Education and Languages, Open University of Hong Kong (OUHK)

Prof Dr Molly N N Lee

- Coordinator, Asia-Pacific Programme of Education Innovation for Development (APEID), Asia and Pacific Regional Bureau for Education, UNESCO Bangkok

Dr Azian T S Abdullah

- Director, Southeast Asian Ministers of Education Organisation - Regional Centre for Education in Science and Mathematics (SEAMEO RECSAM), Penang.

Dato' Tang Hon Yin

- Former Director of Education, Penang

ACADEMIC PROFILE

SCHOOL OF FOUNDATION & LIBERAL STUDIES (SFLS)

Overview

In line with the principle of lifelong learning and the belief that the main purpose of education is to produce well rounded and balanced individuals whose potential is developed to the fullest extent possible, the School of Foundation and Liberal Studies (SFLS) is offering the Bachelor of Arts (Hons) in Liberal Studies and Bachelor of Arts (Hons) in Psychology degree programmes. The School is led by the Dean Prof Dr Mogana Dhamotharan and has six faculty members.

Programmes

The BA (Hons) in Liberal Studies programme allows learners to explore a range of courses across various clusters/disciplines, currently Social Sciences and Humanities. Courses from other clusters/disciplines will be included at a later date.

Learners will be required to register for courses from at least any two clusters and undertake basic major/general education courses in the liberal studies programme. It is aimed at widening their horizons as well as developing their academic knowledge and intellectual ability, necessary for critical and analytical thinking and understanding human life and society. These courses will also enable learners to communicate and express themselves effectively as well as to anticipate and solve unexpected problems.

The BA (Hons) in Psychology programme will be offered from July 2010. This is a new programme that has been developed towards meeting the needs of working adults in various industries to better equip them for challenges in a demanding global environment. Depending on the nature of their work and chosen career pathways, the course would enable individuals with opportunities for pursuing further studies for their personal and professional advancement. They include masters and doctorates in various fields of psychology and other related areas.

Besides the BA (Hons) in Liberal Studies and BA (Hons) in Psychology degree programmes, the SFLS also conducts a Headstart Programme to enhance learners' readiness for tertiary study before they embark on degree programmes at the University.

Aspirations

SFLS plans to develop other lifelong learning programmes which include short and long term courses as well as degree programmes. The courses will be designed to help people enrich their knowledge and living skills while upgrading their workplace skills and competencies.



ACADEMIC PROFILE

SCHOOL OF FOUNDATION & LIBERAL STUDIES (SFLS)



Research & Publications

Jasmine Emmanuel

Conference Proceedings

Emmanuel, J (2008). *Quality Assurance in Teacher Training, Malaysia*, Joint country paper together with Malaysian MOE officials at the NAAC-COL forum in Bangalore, India.

Emmanuel, J (2008). *Teaching Academic Writing via the Open Distance mode: The WOU Experience, Negotiating Change and Continuity in ELT*, MICELT 2008, Seremban.

Emmanuel, J (2008). *Designing English Language Courses at an Open University: The WOU Experience*, Language Issues in English Medium Universities-A Global Concern conference, University of Hong Kong.

Emmanuel, J (2008). *Autonomy and the Open Distance English Language Learner*, Third International Language Learning Conference, Universiti Sains Malaysia, Penang

Emmanuel, J (2009). *Developing a Communications Skills Course at WOU: Some Considerations*, ELT-CON, Penang.

Emmanuel, J (2009). *Feedback to Students in Open Distance Learning Courses: Current Practices and New Directions*, International Conference on Teaching and Learning at Higher Education, UPSI, MOHE, AKEMPT.

Nagarajan Subramaniam

Book Chapters

Nagarajan, S (2009). *Marginalisation and Ethnic Relations: The Indian Malaysian Experience* in Lim, T.G., Gomes, A. and Rahman, A. (eds) *Multiethnic Malaysia: Past, Present and Future*, Petaling Jaya: MIDAS@USCI University and SIRD, 369-391.

Nagarajan, S (2008). *Indians in Malaysia: Towards Vision 2020*, in Kesavapany, K., Mani A., and Ramasamy, P. (eds) *Rising India and Indian Communities in East Asia*, Singapore: Institute of Southeast Asian Studies, 375-398.

Remedios Azucena Teoh

Teoh, R A (2008). *Gender and National Identity: The People's Theatre in the Philippines (1967-2000)*, VDM Publishing Company Ltd.

ACADEMIC PROFILE

SCHOOL OF FOUNDATION & LIBERAL STUDIES (SFLS)

Rabikha Hasni Suparman

Conference Proceedings

Suparman, R H (2008). *Autonomy and the Open Distance English Language Learner*, Third International Language Learning Conference, Universiti Sains Malaysia, Penang.

Suparman, R H (2008). *Pendidikan Moral membentuk masyarakat murni*, Seminar Kebangsaan Pendidikan Akhlak dan Moral, Universiti Malaya, KL.

Suparman, R H (2009). *Pengajaran Subjek Moral sebagai Sarana Dakwah kepada Non-Muslim*, Seminar Antarabangsa Dakwah dan Multietnik 2009, Universiti Kebangsaan Malaysia, Selangor.

Ng Swee Sin

Journal

Sumari, M, Louis, G and Ng, S S (2009). *Family Interaction Patterns: Relation to Career Beliefs and Career Maturity of College Students*. The International Journal of Research and Review: An interdisciplinary journal on various fields of the Social Sciences, Vol 2. 1-15.

Research Report

Sumari, M, Louis, G and Ng, S S (2008). *Family Interaction Patterns: Relation to Career Beliefs and Career Maturity of College Students*.

ADVISORY PEER GROUP

Dato' Dr Sharom Ahmat

- Chairman, Board of Directors, Socio-Economic and Environmental Research Institute (SERI)

Prof Dato' Anwar Fazal

- Director, Right Livelihood College, Centre for Policy Research & International Studies (CenPRIS), USM

Prof Dato' Dr Ghulam-Sarwar Yousof

- Adjunct Prof, Cultural Centre, Universiti Malaya

Dr Lalitha Jeyasingam

- Palliative Care Physician, National Cancer Society of Malaysia, Penang Branch

Dato' Seri Nazir Ariff

- Executive Director, Ivory Properties Group

Assoc Prof Dr Neelam Aggarwal

- Dean, School of Arts and Social Sciences, SIM University, Singapore

Dr Tan Liok Ee

- President, BOLD Association for Children with Special Needs, Penang



ACADEMIC PROFILE

CENTRE FOR GRADUATE STUDIES (CGS)

Overview

The Centre for Graduate Studies (CGS) was established in May 2007 to coordinate and assist in the management of WOU's postgraduate programmes. CGS's mission is to provide leadership and support for postgraduate education and WOU's expanding research endeavours.

Currently, together with the School of Business and Administration (SBA), CGS manages the following two postgraduate programmes:

- Commonwealth Executive Master of Business Administration (CeMBA)
- Commonwealth Executive Master of Public Administration (CeMPA)

WOU is the only Malaysian institution of higher learning to offer these programmes, which were specially developed by a consortium of universities associated with the Commonwealth of Learning, Canada.

New programmes

The CeMBA programme has been rather successful and the first batch of students will be graduating in the coming July 2010 semester. CGS and SBA will consolidate the MBA programmes in the next two years and will launch an internationalisation effort of these MBA programmes in subsequent years in the ASEAN region.

In the next two years, the Centre plans to offer the following programmes:

- DBA and PhD (by research)
- CeMBA with specialisation in Financial Services
- CeMBA with specialisation in Supply Chain Management
- CeMBA with specialisation in International Business
- CeMBA with specialisation in Public Sector Management
- MBA with specialisation in Construction Management
- MBA with specialisation in Manufacturing Management
- Post-Graduate Diploma in Business Administration

Residential School and Intensive Training for Graduate Students

In 2009, CGS and SBA successfully organised an inaugural Residential School-cum-Project Workshop (RSPW) for its postgraduate students who would be undertaking the compulsory 6-credit project course in their Master's programmes. This 2-day intensive training programme will be held every semester; it incorporates two keynote addresses from captains of industry and workshops conducted on practical aspects of a research project.

Aspirations

CGS is committed to promoting quality and market-driven graduate programmes in partnership with all Schools at WOU and with other universities as well as with professional bodies and the private sector.

ACADEMIC PROFILE

CENTRE FOR PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION (PACE)

Keeping PACE with change

PACE extends the learning resources of Wawasan Open University (WOU) beyond the University's distance learning environment by delivering high quality short courses and training programmes to meet the needs of all sectors of the community including those who are in employment. PACE is a bridge between the University and the community.

PACE's programmes are designed and delivered in association with academic colleagues from the University, professional bodies as well as through its own trainers. The broad reach of the Centre and its collaborative approach enables it to develop and deliver courses that are finely tuned to the changing needs of the business world.

PACE in collaboration with WOU's School of Education, Languages and Communications offers a range of general and academic English language programmes and English teacher training programmes (TESOL) for Malaysian and international students in Malaysia and visiting groups from overseas.

The Centre's short training courses keep pace with the changing nature of work to fit employees with new knowledge and skills for a complete life of learning. Courses are open to all learners, and no formal qualifications are required for most of its courses.

PACE operates out of the University's campus in Kuala Lumpur, but its courses are also conducted at the main campus in Penang and from the regional offices of the University spread across the country as well as from third-party or client's premises.

The types of courses shown below are not exhaustive. Please contact us for more details about our courses.

- Knowledge and Skills for the Workplace
- Professional Development Programmes
- Academic Enhancement Programmes
- Courses for Leisure and Pleasure
- Civil Society Courses
- Corporate Training
- Conferences, seminars and roundtables
- General and academic English language programmes

Contact details

Level 3, Menara PGRM, No 8, Jalan Pudu Ulu
Off 3rd Mile, Jalan Cheras, 56100 Kuala Lumpur
Tel: 03 - 9281 7323 Fax: 03 - 9284 9323
E-mail: PACE@wou.edu.my



ACADEMIC SUPPORT

Registry

The Registry is responsible for student admissions, enrolment, scholarship administration, maintenance of student records, examinations and graduation. The Department liaises closely with the Regional Offices to support tutor and student-related operations. The Registry has a total of 12 staff and is led by Yeong Sik Kheong.

Advanced Standing

The recognition of prior learning (RPL) through the award of advanced standing and the practice of credit transfer is widely practised in many Commonwealth countries. The recognition of prior learning through advanced standing, accompanied by the granting of credit transfers reduces the unnecessary duplication of study time for WOU students.

The advanced standing office of the Registry successfully facilitated a total of 430 cases of advanced standing /credit transfers involving 83 external institutions at the undergraduate level. Advanced standing for postgraduate studies was also launched in March 2009 to facilitate credit transfers for CeMBA and CeMPA students.

Admissions and Enrolments

Student admissions since the University's inaugural intake of 721 students in January 2007 have grown steadily. As of the July 2009 census date, a total of 4,734 students have experienced open, distance learning at WOU. The University has also increased its academic programme offerings to a total of 12 undergraduate degrees and two postgraduate degrees; a variety of new programmes are currently awaiting approval from MOHE and MQA.

Examinations and TMO

As the University has expanded, WOU has enjoyed increased participation from various academics and professionals throughout Malaysia, in line with WOU's mission to be the 'people's university'.

Since its inception, a total of 424 academics and professionals have served as tutors at WOU. It is heartening to note that of this total, 216 tutors are still in active service with the University as of July 2009. Close to 80 tutors have faithfully served between 4-6 semesters since January 2007.



ACADEMIC SUPPORT

Learning and Library Services

The Learning and Library Services Department supports the education and service missions of WOU by providing access to quality academic collections and information resources.

Given the disperse geographic distribution of WOU students, WOU has invested heavily in the use of IT-based library resources to support its learners. This approach ensures that all WOU students at the various Regional Offices can have access to the same library resources through the Internet. In addition, libraries at the Regional Offices provide learners with reading space as well as Internet-connected PCs.

The main library is staffed by 11 members; 4 are qualified librarians possessing either a library/information science degree or a degree in another subject area with a postgraduate qualification in librarianship, 1 senior executive and six library assistants. Each Regional Office also has a library with one library administrator. The Department is headed by Kamsiah Mohd Ali.

Widening access to documents and information

For the period 2008-2009 WOU's library grew, both in the size of its collection and in the number of users, reflecting the University's growth.

The size of the library's physical collection increased by 21% and at the end of August 2009, 5,805 items were added (for the period 2006-2007, 4,787 items were added). In addition, the electronic library collection was strengthened with a mix of subscribed databases and journals, outright purchase of electronic books and free online resources. By 2009, the subscribed databases contained over 50,000 electronic journals and books which could be accessed by WOU students from home, work or any other location with Internet access.

The Department also set up specialised electronic databases including University news clippings, examination papers and staff papers; and web-based services including e-course reserve and online reference services. The collection of vital university records, a project initiated in 2007, grew to over 1,355.

The number of library users increased by 303% to 2,042 users, up from 506 users in 2007.



ACADEMIC SUPPORT

Education Technology and Publishing Unit

2009 saw the merging of two key WOU departments - the Publishing Unit and Education Technology Unit – which became the Education Technology and Publishing Unit (ETPU) under the leadership of Grace Lau. The merger combines the tasks of publishing and instructional design of student course material, which were previously managed separately by the two former departments. The merger is meant to improve work efficiency and synergy, as the editing and instructional design processes in course material development are interrelated; and it is expected that the quality and development processes of WOU's course materials will be enhanced with this merger.

New course materials

ETPU published a total of 60 new course materials between 2008-2009 including 46 undergraduate and 14 postgraduate courses for the four Schools (a total of 92 courses since WOU's inception). With the establishment of the new School of Education, Languages and Communications in Kuala Lumpur, ETPU will play a key role in instructional design and publishing for the new courses.

Enhanced course development processes

In line with the merger, ETPU engaged several lead facilitators and trainers to conduct workshops and training programmes to ensure a smooth transition between the duties of instructional designers and publishing executives in course material development. Some of the workshops were also opened to the academics as they also play an important role in the course development process.

ETPU co-organised the international IDRC-Pandora capacity building workshops for academics and instructional designers. Among the lead facilitators were Dr David Murphy, a Professor and Director of the Centre for the Advancement of Learning and Teaching (CALT) at Monash University, Australia, Dr Abtar Kaur, Professor in the Faculty of Education and Languages at Open University Malaysia and Dr Ng Wai Kong, then Director of Education Technology at Wawasan Open University. The workshops focused on design and delivery of ODL education, development of ICT and e-learning materials, integration of self-directed learning strategies in courses and instructional design, editing and testing of distance education materials.

ETPU also organised ODL workshops for course design and development for academics and instructional designers. Dr David Murphy was one of the lead facilitators alongside Dr Insung Jung, Professor of Education Technology and Communications at the International Christian University (ICU) in Tokyo. The workshops aimed at enhancing course design and development skills. The workshops also included hands-on sessions and activities in creating blogs and wiki-based learning environment for students.

Developing multimedia materials

In line with WOU's objectives of delivering quality, accessible course materials, ETPU has embarked on a new project to develop multimedia CD materials for students as an eventual replacement for printed course materials.

The multimedia CDs contain course materials which are enhanced with multimedia features, making them more user-friendly and interactive for students. There are currently eight courses being developed under this project.



Quality Assurance Unit

WOU is committed to providing academically-rich learning experiences to students and maintaining high quality academic standards benchmarked against international best practices. The recent establishment of a Quality Assurance Unit (QAU) in October 2009 paves the way for the infusion of a continuous quality improvement culture and habit amongst all members of its community.

In carrying out its role in WOU, QAU has defined its own set of vision and mission statements as stated below:

Vision: aspire to inculcate and sustain a culture of excellence in academic standards and quality in teaching, learning and research.

Mission: to establish a quality assurance framework; to coordinate, monitor and conduct procedural and operational reviews in line with the set QA objectives of the University.

Quality assurance at WOU is viewed as a shared responsibility executed in a centralised and decentralised manner. Whilst the Vice Chancellor and senior management staff play a major role in 'driving' the University's quality assurance system, all members of the University community are entrusted and expected to recognise and promulgate best quality practices. All the procedures and systems introduced to manage quality can only be improved through the active involvement of all the relevant stakeholders in the University.

WOU sees quality assurance as a developmental process that continuously evolves in achieving higher standards. The emphasis in regard to university policies is on improving the status quo rather than censuring areas of weakness.

The University's quality assurance assessment system is based on critical self-evaluation and peer review. Individuals/ departments are encouraged to set their own targets - within the broader mission of the University - against which they are evaluated by internal and external peers.

Given the nature of WOU and its operation as a distance learning institution, the University is aware that the assurance of quality cannot be limited to just academic elements only. Towards achieving the vision and mission of QAU, Quality Assurance Policies in key areas have been developed and implemented to reflect international good practice. The Quality Assurance Policies focus on the following major areas:

- Programme planning and development
- Course design, development and production
- Course delivery
- Examination and assessment
- Tutor assessment
- Staff development
- Programme accreditation
- Research, development and community service

The QAU maintains a Policy Register which is regularly updated and easily accessible in electronic format at the staff portal for reference. This ensures all existing University-wide policies are transparent, recorded and centrally monitored. The Learning and Library Services, in their role as Records and Document Repository of the University, shall be the main custodian of all master hardcopies of the policies/procedures.

OPERATIONAL SUPPORT

Corporate Communications

The Corporate Communications Department, led by Agnes James (until April 2010) with a team of five, strives to project an image of WOU's vibrant learning community - innovative in approach, inspirational in values, socially responsible and committed to its students – to the general public via the media. It liaises and coordinates with academic and administrative staff, at the headquarters and the Regional Offices, to develop effective communication strategies and messages that ensure that the University's capabilities are projected in a positive manner to meet defined targets.



Public events that educate and inspire

For the period 2008-2009 the Department successfully managed and organised 25 high profile events, including:

- The KOMAS Freedom Film Fest (FFF) 2008 which showcased the works of talented young Malaysian directors;
- Public lectures in partnership with the US Embassy, Kuala Lumpur with guest speakers from the US;
- Public lectures in partnership with Khazanah Nasional Berhad, including bringing in Dr Jomo KS as guest speaker;
- Public lectures organised by WOU featuring international speakers including Datuk Seri Panglima Andrew Sheng and Prof Insung Jung.
- Public lecture delivered by eminent economist Datuk Seri Panglima Andrew Sheng, 'From Asian to Global Financial Crisis' in November 2009 and a special book signing session.
- *WOU Revolution! Your World. Your Classroom.* – a day-long learning carnival held at the main campus featuring learning workshops, games, course counselling, live band performances and a blood donation drive;
- The Pan Asia Networking conference hosted by WOU from 11-14 June 2009;
- *Post@Postcard* Contest – a nationwide online contest designed to raise awareness of WOU and ODL.

Corporate Social Responsibility

Managing the University's corporate social responsibility (CSR) initiatives is another key task for Corporate Communications. The Department works closely with various charities and NGOs to organise charity events and provide venue and monetary sponsorship. The Department has worked with the Rotary Club, Soroptimist International Penang, Adventist Hospital, World Vision Malaysia, Mount Miriam Cancer Hospital and St Nicholas' Home to name a few.

Providing a clear corporate voice

The Department handles all media relations for the University, the University's website, staff portal and 12-page quarterly newsletter – *WawasanLink*.

OPERATIONAL SUPPORT

Finance

The Finance Department headed by Chua Saw Nee with a team of 10 staff operates to maintain a prudent pattern of expenditure that is consistent with the development of the University.

Innovations for WOU students

Given the current difficult financial environment and taking into account the busy lifestyles of many of WOU's students, the Department developed and successfully introduced a number of cost and time saving innovations:

- **MyEnrolment System**

MyEnrolment allows students to re-enrol and make their fee payments online. Through the system, students can instantly choose and re-enrol for their desired courses from the comfort of their homes or workplaces without the hassle of going to the WOU Regional Office. The test launch successfully took place with students from the Johor Bahru Regional Office in May 2009, with the system becoming fully operational for all WOU students by June 2009.

- **Interest-Free Instalment Plan for students**

Partnerships were established with selected financial service providers to enable students to enjoy the benefits of interest-free instalment payment of their tuition fees through credit cards.

Online payment for statutory deductions (EPF, SOCSO and Tax) via CIMB business channel

Payment for EPF, SOCSO and Income Tax deductions was made easy by going through the online payment channel.



OPERATIONAL SUPPORT

General Services and Administration

The General Services and Administration (GSA) Department's primary aim is to create a safe, conducive and comfortable working and study environment at WOU and its Regional Offices in order to enhance the quality of life of its staff and students. GSA also acts as an efficient, effective and responsible guardian of the University's assets and buildings throughout Malaysia, serving the needs and requirements of WOU and its growing learning community.

GSA is headed by Andrew Joseph and supported by a team of 22 people, including technical and administrative staff, as at end of December 2009. The core function of the Department relates to project management, property and estate management and administration support to the University.

Organising University and public events

Over the period 2008–2009, GSA has successfully organised numerous University and public events including:

- WOU's main campus opening ceremony in January 2008 which was attended by former Prime Minister, Dato' Seri Abdullah bin Haji Ahmad Badawi, and other dignitaries.
- Technical support and set-up for the KOMAS Freedom Film Fest (FFF) 2008.
- Set-up for the installation of Tun Dato' Seri Utama Dr Lim Chong Eu as WOU Chancellor and the Conferment of Honorary Awards held on 29 November 2008.
- Logistics for the Pan Asia Networking conference hosted by WOU from 9-17 June 2009.

Health and safety initiatives

- The Department managed the set-up of the University's Emergency Response Team (ERT) and First Aid Team (FAT). Both teams have undergone stringent Bomba and first aid training and have been certified by the respective authorities (Fire and Rescue Department Malaysia and Malaysian Red Crescent Society) as Emergency Response Team and First Aiders, ensuring that the University is well prepared for all emergencies.
- The Department successfully coordinated 'Safety Week' from 14-21 May 2009 to create awareness as well as familiarise and equip WOU staff with basic health and safety knowledge and skills.
- Preventative measures against airborne/outbreak of diseases. With the outbreak of H1N1 in April 2009, GSA has provided face masks and informative posters throughout the University. 'Guidelines for Prevention of Any Airborne/Outbreak of Diseases' have also been established.



OPERATIONAL SUPPORT

General Services and Administration

Regional Office Renovations and set-ups

GSA has managed renovation works and set-ups for Regional Offices throughout Malaysia including:

- Set-up of the Kota Baru Regional Office which was completed in February 2008;
- Set-up of the Bandar Utama Regional Support Office which was completed in June 2008;
- Set-up of the Kuching Regional Office which was completed in October 2009;
- Renovation of the Penang Regional Office which was completed in May 2009, to handle larger student numbers;
- Renovation of the Kuala Lumpur Regional Office which was completed in August 2009.



Policies, Manuals and Guidelines

A number of Policies and Guidelines have been drawn up over the past two years to enhance safety and working conditions within WOU, including:

- University Campus Rules
- Workstation Entitlement – Space Planning Guidelines
- Vehicle Entry – Access Card and Boom Gate
- Standard Operating Procedures on Emergencies
- Safety Manual
- Briefing Notes for ERT & FAT on Emergency Evacuation
- Assets Tracking: WOU & WEF Capitalised and Expensed-Off Items
- Venue/Facilities Booking – HQ Campus

OPERATIONAL SUPPORT

Human Resources

Human Resources is responsible for the framework for the recruitment of high calibre staff, especially in building a qualified academic team that meets Government regulations; staff development programmes, promotion policy and conferment of professorship; performance management system that recognises achievers; policies pertaining to conferences/seminars; consultancy and part-time teaching to encourage academic staff development.

With a lean staff strength of six, the HR team, under the leadership of Shirley Khoo, supports almost 200 WOU employees throughout the country.

HR policies and procedures

The HR portal currently hosts 45 policies and procedures for easy access by staff. In an effort to improve the dissemination of HR matters, two folders were added to the HR portal – including a Memo folder which contains all memoranda that are relevant to the University population and a General Information folder which contains information related to company insurance, income tax regulations, etc.

The Staff Handbook which provides a concise summary of HR policies is also available online while the hard copy was made available in October 2009.

Employee Self Service (ESS)

The automation of the HR system through the Human Resource Information System (HRIS), a project which first began in 2006, was further enhanced with the implementation of the Employee Self Service (ESS) - an online portal which enables staff to update personal data, transact leave applications and retrieve monthly pay slips and EA forms.

Job Market Competitiveness

As the University has been in operation for more than three years, there is a need to gauge its competitiveness in the job market. Towards this end, an exercise was carried out to benchmark its current salary structures against selected survey data in the third quarter of 2009. A revision of the salary scheme for each staff member, approved by the Council, is to be implemented from January 2010.



OPERATIONAL SUPPORT

Information Technology Services

The Information Technology Services Department under the direction of Peter Chan Kwan Meng (until November 2009) provides the management, application and usage of IT aimed at ensuring that University-wide IT initiatives are directly aligned to the overall mission, strategies and operational needs of WOU.

There are currently 10 members in the Department.

New Main Campus IT infrastructure

The move from Menara BHL to the new main campus at Homestead and the 12-storey Albukhary Building in January 2008 entailed the successful migration of WOU's server farm that hosts WOU's primary servers to a modern Tier-3 data centre designed to provide critical IT infrastructure support and manageability.

Staff desktop computers were also migrated, set up and connected to the University network according to plan and WOU staff were able to almost immediately access their email, file storage and other online services.

With the implementation of the new IT infrastructure, feedback has been generally positive – the access to the Learning Management System tends to be more responsive – with content caching employed both to compress and to accelerate the loading of web pages and the downloading of files.

The current network infrastructure has been purpose built and is ready to extend regionally to provide IP-telephony services between the main campus and its regional offices. This will allow the University to save costs in inter-branch long distance call charges and to provide the technology to manage the Call Centre, set up in 2009, with a new custom built Customer Relationship Management (CRM) application that caters for customer enquiries, support and services.

Video Conferencing was first introduced in the CeMBA curriculum in 2008 and has become one of the most utilised technologies employed at WOU. Small tutorial classes, student-tutor dialogue, WOU training programmes and staff interviews are now regularly being conducted through this means.



OPERATIONAL SUPPORT

Information Technology Services

Regional IT Development

The Department set up the Bandar Utama Regional Support Office in the earlier part of 2008 with student open access workstations, Wi-Fi facility, and staff computing access to web-based applications over a virtual private network.

In October 2009 the Kuching Regional Office was set up for students in East Malaysia.

System Applications Development

A number of applications were developed over the period 2008-2009.

The Online Assignment Submission System was designed for assignment handling, tracking, and for student assignment submissions and management in early 2008. Due to positive demand, it is now opened to students to submit all course assignments online.

MyEnrolment is an online re-enrolment payment facility developed to improve student care services. With *MyEnrolment*, students will be able to select their courses, check their time-tables, and make payment online with their credit cards.

Quick Registration provides quicker student registration by initially only requiring minimum data entry, thus enrolling the student "on the spot" quickly, confirming payment with advance back-office tracking and reporting features.

Microsoft Live@Edu is an integrated communication and collaboration platform that allows students to communicate and collaborate with a suite of online tools, including email, shared calendars, documents, workspaces, and can be connected anywhere with online access on virtually any web-enabled device.

Building internal capacity and strengthening critical services

In 2009, the University addressed the need for greater capacity for data storage needs due to the increasing production of course materials, student information, online learning resources and email data by implementing a Storage Area Network (SAN) system that would provide greater flexibility in realigning storage capacity to the servers that need it and to meet the strategic initiatives for Data Life Cycle Management. Along with this project and to provide better email archiving manageability, a solution for email retention will be implemented shortly.



OPERATIONAL SUPPORT

Marketing

The Marketing Department under the leadership of Usha Veeriah (until October 2009) handles the University's strategic marketing planning, media planning, promotions and publicity campaigns. These targeted marketing activities are designed to increase student enrolment by positioning WOU's ODL programmes as the programmes of choice for Malaysia's working adults – strengthening and reinforcing WOU's corporate branding.

Launch of WOU's Visual Identity Guidelines (VIG)

WOU's brand image is an important asset and must be carefully managed; WOU's brand image increases in value if applied correctly and serves to reinforce the University's corporate image. The Marketing Department embarked on an eight-month exercise to develop WOU's Visual Identity Guidelines (VIG) that was launched in April 2008 and made available to stakeholders and the general public. The well-documented VIG folder and CDs are distributed internally and externally to vendors so that WOU's corporate image is projected correctly.

Launch of WOU Careline 1-300-888-968 (WOU) – the positive customer experience

As part of efforts to provide an excellent customer experience, WOU launched its own call centre at its main campus in April 2009 to emphasise its image as a caring university, striving to create an exceptional customer experience.

The centre integrates telephone and Internet technology to provide quick and effective solutions to better respond to callers' needs. When callers call the toll-free Careline number from anywhere in the country, only local call charges apply. The call centre also doubles up as a contact point for WOU's existing students and provides assistance where needed.

Corporate marketing campaigns

Since April 2008, the marketing operations have been focused on promoting WOU's ODL programmes to multinational corporations (MNCs) and small and medium enterprises (SMEs). Over the period of 18 months contact has been established with over 200 organisations, and special previews have been held on-site generating a significant number of student registrations and leads.

The Department also actively participates at education fairs including the Star Education Fair, Facon Education Fair and a number of regional exhibitions, to increase awareness of WOU and WOU's programmes among working adults.

Advertising & promotions

For 2008 the Marketing Department actively promoted the concept of the Open Distance Learning Advantage, with the tagline of "WOU Makes It Possible", which made its debut on all the University's marketing materials. The Department also used two other taglines which underlined WOU's concept of a flexible ODL-based model – "Study Anywhere, Anytime" and "Your World. Your Classroom". Various brand-building and tactical ads to target various market segments were also deployed. These tactical ads were run on a 'campaign by campaign' basis to improve market segmentation and maximise our return on investment.

With the global economic crisis affecting organisations and individuals, WOU embarked on a campaign to convince Malaysians that now is the right time to invest in an affordable education for a brighter future.



OPERATIONAL SUPPORT

Regional Operations

There are currently seven Regional Offices (ROs) throughout Malaysia, located in Penang, Ipoh, Kuala Lumpur, Bandar Utama, Johor Bahru, Kota Bahru and Kuching.

The ROs are an important first point of contact for prospective students and also offer a range of student support services. The physical facilities offered by the ROs include:

- Computer labs
- Tutorial rooms
- Library and study areas
- Computer facilities
- Video conferencing facilities
- Disabled-friendly building including stair-lifts
- Counselling room/student service room
- Mini theatres
- Male/female prayer rooms
- Male/female washrooms
- Car parking facilities
- Wireless Internet service

For the period 2008 – 2009, two new ROs were set up and two existing ROs renovated:

Bandar Utama Regional Support Office

The Bandar Utama Regional Support Office first opened its doors in October 2008, strengthening the University's presence in the Klang Valley. The Bandar Utama Regional Support Office falls under the purview of the Kuala Lumpur Regional Office.

Penang Regional Office

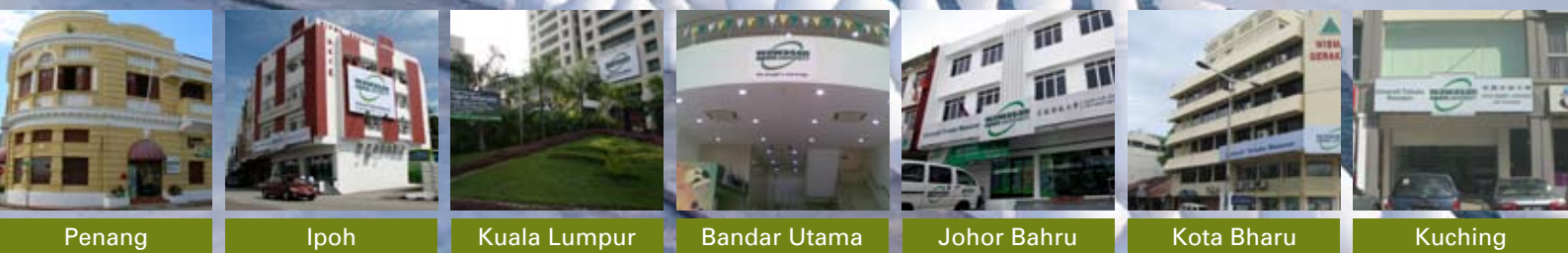
Renovation works to the Penang RO were completed in May 2009; with a new staircase, workstations and partitions for a meeting room and discussion areas set up.

Kuala Lumpur Regional Office

The Kuala Lumpur Regional Office was renovated to incorporate the School of Education, Languages and Communications (SELC) as well as the Centre for Professional Development and Continuing Education (PACE).

Kuching Regional Office

The Kuching Regional Office is WOU's first RO in East Malaysia, commencing operations in October 2009.



Penang Ipoh Kuala Lumpur Bandar Utama Johor Bahru Kota Bharu Kuching

OPERATIONAL SUPPORT



Internal Audit

WOU's Internal Audit Department is an independent audit function established in August 2008 within the University to provide independent and objective assurance that the current system of internal controls in place is sufficient to safeguard the University's interest and to improve the effectiveness of risk management, control and governance process in WOU. Audits are conducted with objectivity, proficiency and due professional care.

The main activities of the internal audit function and primarily driven by risk areas consist of:

1. Evaluating the adequacy and effectiveness of the control environment and control activities in the use of available resources.
2. Assessing compliance with policies, plans, procedures, laws, and regulations.
3. Ensuring there are proper controls for all assets to be accounted for.
4. Reviewing the reliability and integrity of financial and operating information data by reviewing controls over data processing whether by manual or computerised systems.
5. Monitor and evaluate overall organisational governance process in respect of management's risk management procedures.
6. Conducting special examinations and reviews as required based on risks and recommending controls to prevent or detect such occurrences.

As risks are dealt with and weaknesses ironed out, it will effectively move the administrative and management up the value chain of continuous improvement to support the educational services provided by the University.

During the year 2008/2009, the Strategic Audit Five-Year Plan had been completed. Three critical audit areas were identified for 2009 and the respective audit reports issued and reported to the Vice Chancellor. Besides the critical audit areas audited, a number of ad-hoc audit reviews and a project were completed.

STRATEGIC PARTNERSHIPS

WOU makes concerted efforts to engage with established, credible academic and professional organisations, underlining the University's commitment to excellence and the provision of lifelong learning opportunities for working Malaysians.

The nature of these partnerships is also in sync with the University's aim of providing market-driven tertiary education that meets the needs of industry, benefiting the Malaysian economy as a whole.

Federation of Malaysian Manufacturers (FMM)

Under an MoU signed in March 2008, individuals employed by FMM members can now pursue FMM Institute diploma courses and receive credit transfers towards WOU's programmes; this promotes upward mobility of FMM members' staff.

WOU will provide customised advanced-level training to FMM members' staff allowing them to upgrade their skills, enhancing human capital and human resource development in Malaysia.

FMM's head office at Bandar Sri Damansara, Kuala Lumpur, its seven branch offices and three representative offices in Malaysia will be used for running mutually agreed WOU undergraduate programmes.

Chartered Institute of Management Accountants (CIMA)

In April 2008, WOU and CIMA signed an MoU to grant advance standing credits to WOU and CIMA students appropriate to their level of attainment.

In addition, both institutions will provide each other with technical advice and assistance to promote management accountancy in Malaysia through joint staff development programmes and the cross utilisation of staff for academic enhancement.

WOU and CIMA also agreed to share facilities for mutual benefits.

National Union of Bank Employees (NUBE)

An MoU was signed in December 2008 with the NUBE to enable various advanced level training to be conducted, as well as to hold exchange programmes and forums with the leaders of the banking industry.

NUBE will also participate in WOU's Valued Partner Programme (VPP), where group discounts will be offered to students registered with the University through NUBE. It is anticipated that in the future, this agreement will lead to the creation of articulated pathways between NUBE and WOU's degree programmes.

Symbiosis Centre for Distance Learning (SCDL)

On 29 January 2009, WOU signed an MoU with Symbiosis Centre for Distance Learning (SCDL) of Pune, India to promote academic collaboration in the areas of course material and curricula development, research activities, staff exchanges, joint academic programmes and credit transfers.



CONFERENCES & ARTS EVENTS



Conferences and arts events

An integral part of the University's commitment to the pursuit of lifelong learning and academic excellence is the organisation and hosting of conferences, talks and arts events, geared at building bridges and sharing knowledge, culture and the arts with the community.

3rd Pan Asia Networking (PAN) All Partners Conference

This international conference was organised and sponsored by Canada's International Development Research Centre (IDRC) in partnership with WOU. Over 180 research partners from over 30 countries were hosted at WOU's main campus from 11-14 June 2009 for the Conference themed, 'Networking to Build Equitable Information Societies in Asia'.

Khazanah George Town lecture: *The Global Economic Crisis and its Impact on Asia*

The sixth instalment of Khazanah Nasional Bhd's Penang Lecture series brought together two leading economists – Prof Jomo KS and Datuk Seri Panglima Andrew Sheng – to WOU's main campus on 6 August 2009.

Penang Wind Orchestra (PWO) rehearsals

WOU's main campus became the setting for the PWO rehearsals before their performance at the 2009 Jeju International Wind Ensemble Festival in Korea.

WOU Revolution: Your World. Your Classroom.

A first-of-its-kind learning carnival open to the public that combined learning with fun in a day-long extravaganza of musical performances, workshops and games.

Emily of Emerald Hill

The award winning one-woman play 'Emily of Emerald Hill' drew in the crowds to WOU's main theatre in March 2009. WOU hosted the performances in support of Penang-based Ombak-Ombak Art Studio's fundraising for community projects.

World Poetry Day

National Literature Laureate Prof Muhammad Salleh, Wong Phui Nam and Marzuki Ali were among the poets during the day-long celebration, organised in collaboration with The Asian Centre, Universiti Sains Malaysia and Dewan Bahasa dan Pustaka.

CONFERENCES & ARTS EVENTS

Learning for Content (L4C) Workshop

Over 40 senior academics from institutions of higher learning and the corporate sector attended the 1 ½ day workshop organised by WOU and the Commonwealth of Learning (COL) in February 2009. The workshop was in support of WikiEducator's L4C initiative and aimed at building capacity in the area of Open Education Resources in Malaysia.

World Vision Child Sponsorship

WOU teamed up with World Vision Malaysia (WVM) to host their '3,000 Children in 3 Months' campaign roadshow. Celebrities including Lee Sinje and Deborah Priya Henry were at WOU to talk about their experiences of sponsoring a child.

Dealing with Loss and Grief seminar

The School of Foundation and Liberal Studies organised a half-day seminar that brought in palliative care specialist, Dr Lalitha Jeyasingam, to WOU's main campus.

Freedom Film Fest 2008

The alternative film festival was held at WOU's main campus and focused on the theme, 'Democratic Space – Making Room for Human Rights'. Over 20 thought-provoking films and documentaries exploring human rights, environmental, race, identity and religious issues were screened over three days.

Kaizen seminar

The half-day public seminar on 'Towards Betterment: 5S & Kaizen' was organised by WOU and Persatuan Alumni AOTS Malaysia (PAAM) with the support of the Embassy of Japan.

Public lecture: *US Media and the Digital Challenge*

Media trainer and journalism specialist Ann Olson was hosted by WOU in collaboration with the US Embassy in Malaysia to discuss 'How technology is changing media and US journalism'.

Public lecture: *Race to the White House*

Prof Burdett A. Loomis, a renowned expert on US politics, visited WOU for a public lecture entitled 'Race to the White House 2008: Candidates and Issues' organised by WOU and the US Embassy in Malaysia.



TOWARDS A QUALITY ENVIRONMENT

WOU - Green and People-friendly

Over the past two years a number of green, ecologically friendly measures have been put in place at WOU to reduce our carbon footprint and reduce our waste output. Some of these initiatives include:

The move from printed course materials to CD-ROM based course materials has significantly reduced the amount of paper used. The CD-ROM format also helps to make learning more interactive and engaging for our students.

The installation of energy-conserving air conditioning units has allowed the University to reduce its electricity consumption.

WOU's responsibilities also extend to safeguarding the health and safety of all staff and visitors to our main campus and Regional Offices, by:

- Ensuring that all staff are familiar with emergency procedures including fire drills. Each of WOU's departments includes a member of staff trained in basic first aid.
- Disseminating up-to-date health information among staff and ensuring that preventative measures are taken. During the recent H1N1 outbreak, WOU provided face masks and antiseptic gel at the main campus to reduce the risk of infection.
- Providing disabled-friendly access. WOU's main campus and Regional Offices are all equipped with disabled-friendly ramps, lifts (with Braille) and washrooms as part of our efforts to be an inclusive university.



CORPORATE SOCIAL RESPONSIBILITY INITIATIVES

WOU is fully committed to playing its role as a responsible, caring corporate entity in line with the University's mission of providing quality, tertiary education to all Malaysians regardless of socio-economic background.

The University has played an active and involved role in community CSR initiatives, from providing venue sponsorship, monetary sponsorship and project management expertise. Some CSR highlights for the period 2008-2009 include:

Relay for Life 2009 campaign

For the second year running, WOU made a financial contribution to raise awareness for cancer support, while staff members participated in the Relay providing moral support for cancer victims and survivors.

WOU charity drive

WOU staff dug deep into their pockets to raise over RM2,000 of provisions for Rumah Charis and Silver Jubilee Home for the Aged.

Penang Botanic Gardens forum

WOU provided venue for the discussion on the current and proposed development projects of the Gardens.

Mount Miriam Awareness Cyclethon

Cyclists raising funds for the Mount Miriam Cancer Hospital were hosted at the main campus.

Youth Speaks for the Nation elocution contest finals

The finals of the elocution contest were held at WOU's main theatre, in line with the University's objective of promoting English and higher education.

WOU blood donation drive

The blood donation campaign was organised by WOU's Staff Recreation Club (SRC) with the cooperation of the Penang Hospital Blood Bank.



CORPORATE SOCIAL RESPONSIBILITY INITIATIVES

Mid-Autumn Dream Charity Concert

WOU made a financial contribution to the concert in support of the Penang Adventist Hospital's Heart Patients' Fund.

Berita Bomba

WOU made a financial contribution to the publishing of the community newsletter.

Soroptimist International Penang Charity Gala Dinner

WOU made a financial contribution to Soroptimist International Penang in support of a local children's home and project to re-skill single mothers.

A Bus for the Blind charity concert in aid of St Nicholas Home

WOU provided the venue and technical support for the charity concert at no charge. The concert was held to raise funds for a new mini bus for the St Nicholas Home.

Relay for Life 2008 campaign

WOU made a financial contribution to raise awareness for cancer support, while staff members participated in the Relay providing moral support for cancer victims and survivors.

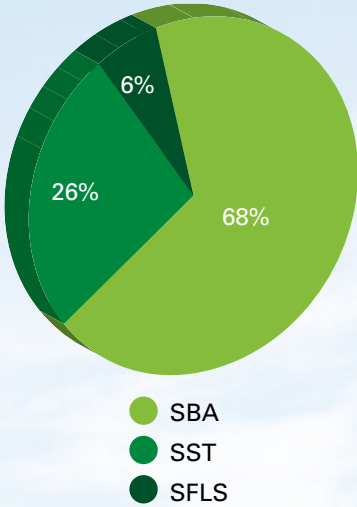
Storm in a box performance by Ombak-Ombak Art Studio

WOU made a financial contribution to the new art group's inaugural performance in support of Penang's arts scene.

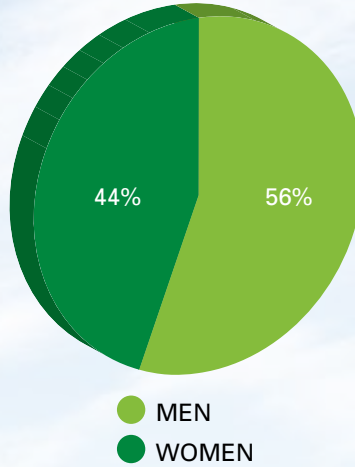


STUDENTS' PROFILE

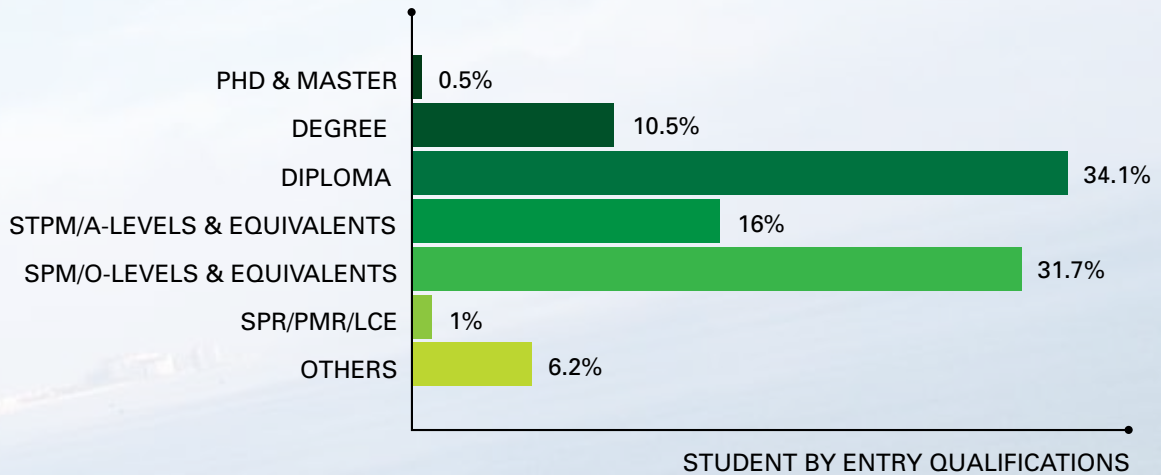
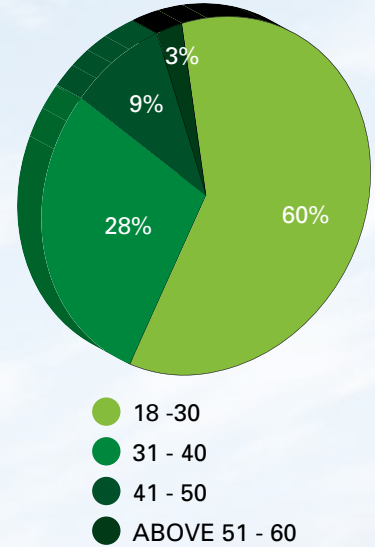
STUDENT ENROLMENT IN SCHOOL



STUDENT BY GENDER



STUDENT BY AGE GROUP



* Based on the total of 4700 students who have benefitted from WOU's unique educational experience since January 2007 till December 2009

STUDY GRANTS & SCHOLARSHIPS

For 2008 and 2009, a total of 1454 study grants were awarded to new students pursuing their studies at WOU. The grants were meant to encourage students to enrol at WOU and to reduce their financial burden.

Continuing students at WOU who excelled in their academic studies and were financially needy were also awarded scholarships in the form of tuition fees waivers. A total of 309 students were awarded the Chancellor's Merit Scholarships for the period 2008-2009.



PROFILING QUALITY

Summary of WOU's preparation for the MQA Academic Performance Audit

Over the last four years, Wawasan Open University has been developing a robust quality assurance system in preparation for the 2010 Academic Performance Audit by the Malaysian Qualifications Agency.

1. Wawasan Open University (WOU) is dedicated to bringing quality higher education to all working adults in Malaysia using technology-enhanced open distance learning (ODL).
2. WOU is a not-for-profit institution owned and supported by the Wawasan Education Foundation (WEF), a charitable trust that is dedicated to the philosophy of making higher education accessible, affordable and flexible.
3. WOU's mission is to commit itself to the expansion of opportunities in higher education, and excellence in teaching so as to increase the level of knowledge and scholarship among all Malaysians.

How WOU's educational goals drive learning outcomes

As an institution of higher learning that values academic integrity, WOU's four academic schools and two centres are given the autonomy to determine and develop new academic programmes subject to these being in alignment with the University's mission, commensurate with institutional resources and are economically viable and sustainable.

All of WOU's academic programmes have clearly documented learning outcomes that are clearly defined in the Outline and Detailed Plan Documents. Learning outcomes are also clearly spelt out in the Course Blue Print that guides the development of each individual course. At the course level, each unit and section is preceded by a set of clearly stated objectives to guide the students' learning of the content.

The University has also formed collaborative partnerships with appropriate ODL institutions nationally, regionally and globally. These partnerships provide access to the use of learning materials, exchange visits, collaborative research and, in some cases, credit transfer arrangements.



PROFILING QUALITY

Strategies for maintaining and enhancing strengths

The original set of vision, mission and educational goals will be reviewed during a mid-term review of the original five year development plan that has been scheduled for the second half of 2009 to see what changes are appropriate, taking into account the changing environment as well as the changing needs of industry as well as the country. The review will also cover:

- whether present protocols on Quality Assurance need further fine-tuning to make them more effective;
- the performance of the initial list of programmes;
- whether the present protocol for programme development needs changing;
- whether the present use of technology requires revisiting;
- the nature of the partnership arrangements and how to further strengthen them.

The University has been looking at recruiting academic talent from outside the country as there is an overall shortage of academic talent in the country. Ideally the Malaysian government should assist by temporarily relaxing some of the existing immigration policies that are a barrier to our efforts to recruit foreign academic talent.

WOU is also growing our own talent by encouraging younger staff to undertake doctoral studies (PhD, EdD., DBA etc) via assistance provided through the Education Assistance Programme, with a provision of 15 working days of leave for approved research/study.

There is also a constant monitoring of national IT infrastructure development and global IT application to learning and teaching.



PROFILING QUALITY

Overview of WOU's curriculum design and delivery

The design of the initial 11 undergraduate programmes (carried out prior to WOU's establishment) was undertaken by international and local experts with extensive experience of programmes design in established ODL institutions within the region.

Currently, a rigorous Senate approved protocol is in place to guide programme curriculum development. The process which is led by the school academics, factors in market demand, includes formal consultation with external peers and is passed through the School Board, Senate and Council for approval. Part of the approval criteria includes a consideration of whether the necessary resources can be made available. MQA provisional accreditation and MOHE approval are obtained before recruitment of students take place.

The strengths of WOU's curriculum design and delivery include:

- Learning outcomes driving the design of ODL programmes as well their component courses. This can be clearly seen in WOU's course materials.
- A rigorous protocol is in place to ensure that the course materials developed for use in course delivery are of high quality and paedagogically designed for self learning.
- The delivery of courses is supported by an ICT-mediated learner support system that reflects international best practice for ODL institutions.
- Management of the programme involves many parties but the primary responsibility lies with the School. The processes are transparent and well documented. There are ample opportunities for feedback from students and tutors throughout the presentation.
- The performance of the students is reviewed at the Standardisation and Award (SAC) meeting and the course is evaluated in great detail via the Course Presentation report prepared by the Course Coordinator (CC).

Strategies for maintaining and enhancing strengths

As the development of the initial 11 programmes took place prior to the introduction of the MQF, only aims and objectives were stated rather than Learning Outcomes. The Learning Outcome approach was adopted by all 11 original WOU programmes during the migration to the 120 credit structure in 2008. Appropriate revisions are required to reflect the current state of affairs. In addition, WOU is:

- Reviewing the current programme development protocol to see how the cycle can be shortened while ensuring that the Quality Assurance processes are still in place.
- Continuing efforts to improve the ICT support infrastructure through more reliable connections, faster downloads and more user-friendly navigational design.
- Taking steps to increase the number of in-house Course Designers by fast tracking the training of in-house editors via the help of a Visiting Professor of Educational Technology.
- Making arrangements to provide local tuition to students who need this on an informal basis.
- Making arrangements with local Schools etc for access to be given to WOU students for a small fee.

PROFILING QUALITY

Overview of assessment of students at WOU

- Both formative and summative elements are used in WOU's assessment strategy. The inclusion of formative self tests and quizzes in the content has facilitated student learning.
- A balanced strategy of course work (50%) and final examination (50%) is used and rigour is maintained through the requirement to pass both components.
- An External Examiner (EE) system is employed to maintain standards. Both exam questions and marking guides are vetted by the EE.
- Assignment and final exam questions are designed to test mastery of specified learning outcomes.
- Final exam question papers follow a standard format and specimen papers are available to students as part of the institution's culture of transparency.
- Assessments have been set with reference to appropriate paedagogical frameworks such as Bloom's taxonomy as well as guidelines of relevant professional bodies.
- The preparation of exam questions is handled in strict compliance with standard security procedures. Likewise, the delivery to the Regional Offices (ROs) is via sealed envelopes and delivered via reputable courier companies. On receipt, they are signed off and kept inside a strong room.
- All exams are held under proctored conditions in secure venues and the appointed invigilators are experienced personnel with excellent track records. A reserved set of exam questions is available with the RO Director to cater for eventualities.
- Post exam activities are handled under secure and confidential conditions and for all exam related matters, students can only communicate with the University via the Office of the Registrar.



PROFILING QUALITY

Strategies for maintaining and enhancing strength:

- Although students are required to pass both the assignment and final exam component to meet the requirements for passing the course, the 50% weighting is seen to be on the high side. A study has been undertaken and a recommendation for a revised weighting of 40% for assignment and 60% for the final exam will be presented to Senate for consideration in due course.
- The Schools are reviewing guidelines to EEs with the intention to make these more specific, with particular reference to the alignment between assessment and learning outcomes.
- Examination venues are under constant review and we continue to look for secure, comfortable and conveniently located venues for the benefit of our students.
- The University is working towards releasing the final course results electronically to speed up the process as well as to ensure data privacy.
- A system of internal peer review for assignment questions will be implemented in stages for courses presented in July 2009, and fully for all courses to be presented in January 2010.
- Training for new staff is ongoing and the training programme was formalised by September 2009.

Overview of student selection and support services

As an ODL institution, WOU's student selection and support services are very different from those of a traditional university. Unlike conventional universities, student admission to WOU is via Regular and Open Entry Admission System.

WOU has an academically sound system and procedures in place to handle advanced standing/credit transfer applications. The criteria used for evaluation is sound and has been approved by Senate; these criteria are freely available to prospective students.

The Open Entry Admission System which is in compliance with MOHE regulations is characterized by:

- A clear and transparent Recognition of Prior Learning (RPL) mechanism.
- Students taking diagnostic tests know their results promptly.
- Interviews conducted as part of RPL are guided by a written framework.

WOU currently has seven Regional Offices across Malaysia to facilitate student admission, disseminate information about WOU to prospective students and to provide support services to existing students.

WOU also makes study grants available for financially challenged students to encourage them to pursue higher education. The Chancellor's Merit Scholarship is available for financially challenged continuing students who achieve meritorious performances.

PROFILING QUALITY

Strategies for maintaining and enhancing strength

- More in-depth training will be given to RO staff to ensure consistency of interpretation of RPL document content and protocol. ROs currently refer unusual cases to School Deans and the DVC (A) for a decision. Such decisions and their basis are then shared with other RO Directors. Regular internal audits of the ROs need to be conducted to check on the consistencies of practice.
- The performance of students admitted via the Open Entry Admission System is being tracked and reviewed to see if the criteria adopted for Open Entry is appropriate. The University is exploring the setting up of a formal appeal mechanism for students not admitted after evaluation under Open Entry Admission System.
- The University is considering how formal student representation in School Board, Senate and Council can be brought about given the distribution of the student body across the country and, as working adults, they may find the time required to be too demanding (the same for alumni once graduates are produced).
- Efforts are also being made to reduce the processing time for advanced standing applications.
- Academic support systems are continuously reviewed and improved through appropriate application of technology.

An overview of WOU's academic staff

WOU's continued growth depends heavily on the high calibre of academic staff that the University is able to attract and retain. Currently, the VC, DVC (A) and Dean level appointees have excellent academic credentials and extensive experience in education. There is also a good mix of youth and experience within the Lecturer/Senior Lecturer group and many have an industry background.

The University aims to provide a supportive, nurturing environment that encourages academic excellence through:

- Provision of a clear training programme that is continuously enhanced, to prepare new staff for course development and course presentation activities.
- Assignment of work responsibilities and loading through discussion with the Dean and conducted in a transparent manner.
- Provision of a clear and transparent mechanism to evaluate staff performance, and increments which are performance based. There is also a clear policy to facilitate staff development, financial support for higher degree studies and provisions of research/study leave.



PROFILING QUALITY

Strategies for maintaining and enhancing strengths

The University is working towards creating a more conducive environment to facilitate research and scholarly activities, and plans are in place to implement the Centre for the Study of Innovation in Teaching and Learning towards the end of 2009.

As the institution matures, seed funds are expected to be made available to support staff research in the 2010 financial year and a number of fellowships will be made available to support doctoral studies in conjunction with the proposed launch of PhD programmes in 2010.

Academic staff recruitment activities will be intensified, particularly for senior level academics at the Professorial and Associate Professorial level. A policy covering Tutor recruitment, training, management and development will also be developed by the end of 2009.

Overview of educational resources

Unlike conventional universities, WOU is unique in the sense that it is an ODL institution providing higher learning to working Malaysians spread out across the nation. The University has invested heavily in IT resources to provide students with 24/7 access to online resources including:

- An e-Library learning resource that allows students access to 150,000 journals/books etc.
- The moodle-based online learning environment WawasanLearn that provides students with access to learning resources and an online discussion forum for interaction with course mates and tutors.

To enhance students' learning experience at WOU, the following innovations have recently been implemented:

- Online submission of assignments through WOU's Online Assignment System.
- Continuing students can register and make payments online without the need to pay in person at the Regional Offices.
- Physical facilities such as libraries, tutorial rooms and computer labs are provided at the main campus, Regional Offices and Learning Centres and these adequately meet the needs of WOU students.



PROFILING QUALITY

Strategies for maintaining and enhancing strengths

- The e-Library will continue to look into ways to promote student usage of this facility via improving its collection of resources and offering advanced training courses (online) to WOU students.
- The online Learning Management System is under constant review and improvement from semester to semester as the University brings on stream more IT-enabled features to enhance its distance learning delivery model.
- The online submission system will be further fine tuned to make it more user-friendly for students and the tutors.
- The periodic needs of students for meeting and discussion space will be met in a cost effective manner through temporary rental arrangements.
- The situation is expected to improve through Government efforts to provide better bandwidth access to the more remote areas under its IT Master Plan.
- A project has been initiated to convert existing printed course materials into an interactive format available on CD ROMs. Part of the process will involve making the content more interactive. Likewise, Course Coordinators will be trained and be able to develop interactive materials, working in conjunction with staff from the ETP Department.
- In preparation for the offering of the Project Course for the CeMBA Programme as well as the launch of the PhD Programme in 2010, facilities to support research will be enhanced.
- Senate has adopted a proposal to offer research degrees through partnership with industry partners whereby the research will be carried out using the R&D facilities of the partner institutions, while the University and other partners will provide the academic training and supervisory oversight. This is expected to come on stream after due approval by the MQA and MOHE.

WOU's programme monitoring and review

At present there is a rigorous system of programme monitoring and review in place which involves input from expert external academics and industry advice – the Advisory Peer Group (APG). Once a programme has been launched the APG also receives a progress report on the performance of the programme at their regular meetings.

Arising out of the flexible progression pathway that characterises the WOU delivery model, the major monitoring for programme performance is conducted at the individual course basis rather than a 'cohort' basis. A rigorous system is in place for monitoring performances at the course level, which includes informal and formal dialogue with, and feedback from students, tutors, External Course Assessors (ECAs) and External Examiners (EEs) as well as the evaluation of assessment performances by the SAC and the evaluation of the Course Presentation Report by the School Board and Senate.

The monitoring of course development by the ECA and the Course Team Members ensures the quality of the course materials produced. During course delivery, the performance of tutors at tutorials, marking of assignments and participation at the LMS ensures that any weakness is detected early and remedial measures can be taken.

The SAC Meeting reviews and ensures consistency of standards applied across different courses and Schools. Reviews are also made of the assessment methods used as well as student performances and any weakness detected is brought to Senate's attention.

PROFILING QUALITY

Strategies for maintaining and enhancing strength

WOU has in place a rigorous system to guide the planning and development of programmes. However, the need to passage proposals through various levels of bodies which meet on limited occasions during the academic year has resulted in lengthy 'gestation' periods for new programmes. The University is currently reviewing the process to see how the time taken can be reduced without affecting quality.

In addition,

- The University is looking at ways where students and tutors can be formally represented in the various review bodies. WOU is conscious of the demands of such representation on the time and cost to those involved and hopefully, a practical and realistic solution can be realised by 2010.
- The School of Business and Administration (SBA) has started to form a School based Programme Review Committee. A University wide Programme Review and Validation Committee with internal and external membership under the Chairmanship of the Vice Chancellor will be set up in 2010.

Overview of leadership, governance and administration

WOU has a clearly defined governance structure in place with the responsibilities of each component as well as the linkage between components clearly spelt out. Meetings are held regularly and deliberations and decisions are clearly documented, as are follow-up actions.

The current institutional and academic leadership is of excellent calibre and has extensive experience; the administrative and management staff also possess a high level of competence.

WOU's leadership is fully committed towards developing a quality culture across all levels of the University community and there are well established links with academic institutions and industry at the national and regional level.

Strategies for maintaining and enhancing strength:

- A system to archive the minutes of meetings, policy documents etc electronically together with a search and retrieval function is being developed.
- The University is conscious of the need to recruit more senior staff as well as develop existing staff to provide the necessary academic and administrative leadership in the immediate and medium term future and is working towards putting succession plans in place.
- The University will promote the closer alignment of the administrative support units activities with the needs of the academic programmes.
- WOU will continue to respect the data privacy rights of its staff and students.
- The University will continue to foster partnerships with peer institutions as well as the industry and will work with the industry to ensure that their needs are met through our graduates.
- The University will be looking into the mechanism for the election of tutor representatives to serve in the School Board, Senate and the Council. It is expected that this will be implemented in 2010.

PROFILING QUALITY

Total quality improvement at WOU

The institutional leadership is totally committed towards providing a quality learning experience for its students through the offering of quality programmes that meet the needs of the industry, and firmly believes that this must be underpinned by a sound quality assurance system that covers all aspects of the University's operations.

The institutional leadership is committed towards facilitating the development of a quality culture across all segments of the WOU community, and Quality Assurance in WOU is premised on extensive consultation and feedback from internal and external stakeholders, the involvement of external peer review, compliance with accepted good practice and benchmarked against national and international standards.

WOU's QA systems and processes are reviewed regularly and changes that improve quality are implemented at the next available opportunity. The University appointed a QA Manager in 2009 and a QA Unit will be established under the direct supervision of the DVC (A) office.

Strategies for maintaining and enhancing strength

The recruitment of a QA Manager and establishment of the QA Unit will allow existing QA systems and processes to be reviewed and improved upon to enhance their effectiveness. The QA Unit will be tasked with:

- Formally recording the various academic quality mechanisms and practices as formal SOPP documents.
- Introducing new procedures and processes when appropriate as the University moves towards the use of e-Learning to deliver its courses.
- Inculcating the quality culture across all segments of the WOU community.



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DIRECTORS' REPORT

The directors have pleasure in presenting their report together with the audited financial statements of the Company for the financial year ended 31 December 2009.

Principal activities

The principal activities of the Company are to establish all types of educational institutions, to provide courses of study or training and to hold examinations in collaboration with any institutions of higher learning for the advancement and development of education-related initiatives. There has been no significant changes in the nature of these principal activities during the financial year.

Results

Loss after taxation	RM <u>(18,617,020)</u>
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There were no material transfers to or from reserves or provisions during the financial year.

In the opinion of the directors, the results of the operation of the Company during the financial year have not been substantially affected by any item, transaction or event of a material and unusual nature.

Issue of shares

During the financial year, the Company increased its:

- (a) authorised ordinary share capital from RM1,000,000 to RM100,000,000 through the creation of an additional 99,000,000 new ordinary shares of RM1 each; and
- (b) issued and paid up ordinary share capital from RM200,000 to RM40,000,000 by way of:
 - (i) the issuance of 50,000 ordinary shares of RM1 each at an issue price of RM1 per ordinary share for cash, for additional working capital purposes;
 - (ii) the issuance of 39,750,000 ordinary shares of RM1 each to Wawasan Education Foundation by capitalising part of the amount owing to Wawasan Education Foundation.

The new ordinary shares issued during the financial year rank pari passu in all respects with the existing ordinary shares of the Company.

DIRECTORS' REPORT (cont'd)

Directors

The names of the directors of the Company in office since the date of the last report and at the date of this report are:

- Dato' Seri Yeap Leong Huat
- Tan Sri Dato' Emeritus Prof Gajaraj A/L Munusamy Dhanarajan
- Loo Choo Teng

Directors' benefits

Neither at the end of the financial year, nor at any time during that year, did there subsist any arrangement to which the Company was a party, whereby the directors might acquire benefits by means of the acquisition of shares in, or debentures of, the Company or any other body corporate.

Since the end of the previous financial year, no director has received or become entitled to receive a benefit (other than benefits included in the aggregate amount of emoluments received or due and receivable by the directors as shown in the financial statements or the fixed salary of a full-time employee of the Company) by reason of a contract made by the Company or a related corporation with any director or with a firm of which the director is a member, or with a company in which the director has a substantial financial interest.

Directors' interests

None of the directors who held office at the end of the financial year had, according to the register required to be kept under Section 134 of the Companies Act, 1965, an interest in shares in the Company, its holding company and its related corporations.

Other statutory information

- (a) Before the income statement and balance sheet of the Company were made out, the directors took reasonable steps:
- (i) to ascertain that proper action had been taken in relation to the writing off of bad debts and the making of provision for doubtful debts and satisfied themselves that all known bad debts had been written off and that no provision for doubtful debts was necessary; and
 - (ii) to ensure that any current assets which were unlikely to realise their value as shown in the accounting records in the ordinary course of business had been written down to an amount which they might be expected so to realise.
- (b) At the date of this report, the directors are not aware of any circumstances which would render:
- (i) it necessary to make a provision for doubtful debts in respect of these accounts or the amount written off for bad debts inadequate to any substantial extent; and
 - (ii) the values attributed to the current assets in the financial statements of the Company misleading.

DIRECTORS' REPORT (cont'd)

Other statutory information (cont'd)

- (c) At the date of this report, the directors are not aware of any circumstances which have arisen which would render adherence to the existing method of valuation of assets or liabilities of the Company misleading or inappropriate.
- (d) At the date of this report, the directors are not aware of any circumstances not otherwise dealt with in this report or financial statements of the Company which would render any amount stated in the financial statements misleading.
- (e) As at the date of this report, there does not exist:
 - (i) any charge on the assets of the Company which has arisen since the end of the financial year which secures the liabilities of any other person; or
 - (ii) any contingent liability of the Company which has arisen since the end of the financial year.
- (f) In the opinion of the directors:
 - (i) no contingent or other liability has become enforceable or is likely to become enforceable within the period of twelve months after the end of the financial year which will or may affect the ability of the Company to meet its obligations when they fall due; and
 - (ii) no item, transaction or event of a material and unusual nature has arisen in the interval between the end of the financial year and the date of this report which is likely to affect substantially the results of the operations of the Company for the financial year in which this report is made.

Ultimate holding company

The holding and ultimate holding company is Wawasan Education Foundation, a company limited by guarantee and incorporated in Malaysia.

Auditors

The auditors, Ernst & Young, have expressed their willingness to continue in office.

Signed on behalf of the Board in accordance with a resolution of the directors dated 15 March 2010

DATO' SERI YEAP LEONG HUAT

TAN SRI DATO' EMERITUS PROF
GAJARAJ A/L MUNUSAMY DHANARAJAN

STATEMENT BY DIRECTORS

Pursuant to Section 169(15) of the Companies Act, 1965

We, Dato' Seri Yeap Leong Huat and Tan Sri Dato' Emeritus Prof Gajaraj a/l Munusamy Dhanarajan, being two of the directors of Wawasan Open University Sdn Bhd, do hereby state that, in the opinion of the directors, the accompanying financial statements set out on pages 71 to 96 are drawn up in accordance with Financial Reporting Standards and the Companies Act, 1965 in Malaysia so as to give a true and fair view of the financial position of the Company as at 31 December 2009 and of the results and the cash flows of the Company for the year then ended.

Signed on behalf of the Board in accordance with a resolution of the directors dated 15 March 2010

DATO' SERI YEAP LEONG HUAT

TAN SRI DATO' EMERITUS PROF
GAJARAJ A/L MUNUSAMY DHANARAJAN

STATUTORY DECLARATION

Pursuant to Section 169(16) of the Companies Act, 1965

I, Prof Dr Wong Tat Meng, being the officer primarily responsible for the financial management of Wawasan Open University Sdn Bhd, do solemnly and sincerely declare that the accompanying financial statements set out on pages 71 to 96 are in my opinion correct, and I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the Statutory Declarations Act, 1960.

Subscribed and solemnly declared by the abovenamed
Prof Dr Wong Tat Meng at Georgetown in the state of
Penang on 15 March 2010

Before me,
Commissioner for Oaths

INDEPENDENT AUDITORS' REPORT TO THE MEMBER OF WAWASAN OPEN UNIVERSITY SDN BHD (Incorporated in Malaysia)

We have audited the financial statements of Wawasan Open University Sdn Bhd, which comprise the balance sheet as at 31 December 2009, and the income statement, statement of changes in equity and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes, as set out on pages 8 to 36.

Directors' responsibility for the financial statements

The directors of the Company are responsible for the preparation and fair presentation of these financial statements in accordance with Financial Reporting Standards and the Companies Act 1965 in Malaysia. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with approved standards on auditing in Malaysia. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgement, including the assessment of risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements have been properly drawn up in accordance with Financial Reporting Standards and the Companies Act 1965 in Malaysia so as to give a true and fair view of the financial position of the Company as at 31 December 2009 and of its financial performance and cash flows for the year then ended.

Report on other legal and regulatory requirements

In accordance with the requirements of the Companies Act 1965 in Malaysia, we also report that in our opinion, the accounting and other records and the registers required by the Act to be kept by the Company have been properly kept in accordance with the provisions of the Act.

Other matters

This report is made solely to the member of the Company, as a body, in accordance with Section 174 of the Companies Act 1965 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.

INCOME STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2009

	Note	2009 RM	2008 RM
Revenue		7,483,533	4,829,490
Other income	3	461,134	15,869,033
Employee benefits expense	4	(10,456,690)	(8,613,328)
Depreciation		(2,148,728)	(2,091,185)
Other expenses		(13,956,269)	(14,315,891)
Loss from operations	5	(18,617,020)	(4,321,881)
Finance cost		-	-
Loss before taxation		(18,617,020)	(4,321,881)
Taxation	6	-	-
Loss after taxation		(18,617,020)	(4,321,881)
Attributable to:			
Equity holder of the Company		(18,617,020)	(4,321,881)

The accompanying notes form an integral part of the financial statements

BALANCE SHEET AS AT 31 DECEMBER 2009

	Note	2009 RM	2008 RM
Non-current assets			
Property, plant and equipment	7	3,695,202	4,699,949
Intangible assets	8	2,519,848	2,449,988
		6,215,050	7,149,937
Current assets			
Inventories	9	918,554	830,775
Other receivables	10	659,143	677,390
Fixed deposits and repo with a licensed bank	11	2,055,276	–
Cash and bank balances		2,999,949	4,357,103
		6,632,922	5,865,268
Current liability			
Trade and other payables	12	7,226,983	4,785,970
Net current (liabilities)/assets		(594,061)	1,079,298
		5,620,989	8,229,235
Financed by:			
Share capital	13	40,000,000	200,000
Accumulated loss		(36,510,694)	(17,893,674)
		3,489,306	(17,693,674)
Non current liability			
Amount due to holding company	14	2,131,683	25,922,909
		5,620,989	8,229,235

The accompanying notes form an intergral part of the financial statements

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2009

	Share capital RM	Accumulated loss RM	Total RM
At 1 January 2008	200,000	(13,571,793)	(13,371,793)
Loss after taxation, representing total recognised income and expense for the year	–	(4,321,881)	(4,321,881)
At 31 December 2008	200,000	(17,893,674)	(17,693,674)
At 1 January 2009	200,000	(17,893,674)	(17,693,674)
Issuance of shares	39,800,000	–	39,800,000
Loss after taxation, representing total recognised income and expense for the year	–	(18,617,020)	(18,617,020)
At 31 December 2009	40,000,000	(36,510,694)	3,489,306

The accompanying notes form an integral part of the financial statements

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2009

	2009 RM	2008 RM
Cash flows from operating activities		
Loss before taxation	(18,617,020)	(4,321,881)
Adjustments for:		
Amortisation of intangible assets	802,603	843,490
Bad debts written off	35,603	–
Depreciation	2,148,728	2,091,184
Loss on disposal of property, plant and equipment	1,819	25,595
Interest expense	33,344	49,576
Interest income	(33,344)	(49,576)
Operating loss before working capital changes	(15,628,267)	(1,361,612)
Increase in inventories	(87,779)	(203,768)
Increase in receivables	(17,356)	(236,582)
Increase/(Decrease) in trade and other payables	2,441,013	(317,205)
(Decrease)/Increase in amount due to holding company	(23,791,226)	972,915
Cash used in operations	(37,083,615)	(1,146,252)
Interest paid	(33,344)	(49,576)
Net cash used in operating activities	(37,116,959)	(1,195,828)
Cash flows from investing activities		
Increase in share capital	39,800,000	–
Additions to intangible assets	(872,463)	(849,062)
Purchase of property, plant and equipment	(1,145,800)	(1,876,311)
Proceeds from disposal of property, plant and equipment	–	39,928
Interest received	33,344	49,576
Net cash from/(used in) investing activities	37,815,081	(2,635,869)
Net increase/(decrease) in cash and cash equivalents	698,122	(3,831,697)
Cash and cash equivalents at 1 January	4,357,103	8,188,800
Cash and cash equivalents at 31 December	5,055,225	4,357,103
Cash and cash equivalents at 31 December		
Fixed deposits and repo with a licensed bank	2,055,276	–
Cash and bank balances	2,999,949	4,357,103
	5,055,225	4,357,103

The accompanying notes form an integral part of the financial statements

NOTES TO THE FINANCIAL STATEMENTS

31 DECEMBER 2009

1. Corporate information

The principal activities of the Company are to establish all types of educational institutions, to provide courses of study or training and to hold examinations in collaboration with any institutions of higher learning for the advancement and development of education-related initiatives. There has been no significant changes in the nature of these principal activities during the financial year.

The Company is a private limited liability company, incorporated and domiciled in Malaysia. The registered office of the Company is located at 51-23 Menara BHL, Jalan Sultan Ahmad Shah, 10050 Penang.

The holding and ultimate holding company is Wawasan Education Foundation, a company limited by guarantee and incorporated in Malaysia.

The financial statements were authorised for issue by the Board of Directors in accordance with a resolution of the directors on 15 March 2010.

2. Significant accounting policies

2.1 Basis of preparation

The financial statements comply with Financial Reporting Standards and the Companies Act, 1965 in Malaysia. The financial statements of the Company have also been prepared on a historical cost basis.

2.2 Summary of significant accounting policies

(a) Property, plant and equipment and depreciation

All items of property, plant and equipment are initially recorded at cost. Subsequently costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

Subsequent to recognition, property, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation of property, plant and equipment is provided for on a straight-line basis to write off the cost of each asset to its residual value over the estimated useful lives, at the following annual rates:

Office equipment	10 years
Computers equipment	3 years
Furniture, fixtures and fittings	10 years
Motor vehicles	5 years
Books	5 years
IT Infrastructure	3 years

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.2 Summary of significant accounting policies (cont'd)

(a) Property, plant and equipment and depreciation (cont'd)

The residual values, useful life and depreciation method are reviewed at each financial year-end to ensure that the amount, method and period of depreciation are consistent with previous estimates and the expected pattern of consumption of the future economic benefits embodied in the items of property, plant and equipment.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. The difference between the net disposal proceeds, if any, and the net carrying amount is recognised in the income statement.

(b) Impairment of non-financial assets

The carrying amounts of assets, other than deferred tax assets, are reviewed at each balance sheet date to determine whether there is any indication of impairment. If any such indication exists, the asset's recoverable amount is estimated to determine the amount of impairment loss.

For the purpose of impairment testing of these assets, recoverable amount is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. If this is the case, recoverable amount is determined for the cash-generating unit (CGU) to which the asset belongs to.

An asset's recoverable amount is the higher of an asset's or CGU's fair value less costs to sell and its value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. Where the carrying amount of an asset exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

An impairment loss is recognised in the income statement in the period in which it arises, unless the asset is carried at a revalued amount, in which case the impairment loss is accounted for as a revaluation decrease to the extent that the impairment loss does not exceed the amount held in the asset revaluation reserve for the same asset.

An impairment loss for an asset other than goodwill is reversed if, and only if, there has been a change in the estimates used to determine the asset's recoverable amount since the last impairment loss was recognised. The carrying amount of an asset other than goodwill is increased to its revised recoverable amount, provided that this amount does not exceed the carrying amount that would have been determined (net of amortisation or depreciation) had no impairment loss been recognised for the asset in prior years. A reversal of impairment loss for an asset other than goodwill is recognised in the income statement, unless the asset is carried at revalued amount, in which case, such reversal is treated as a revaluation increase.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.2 Summary of significant accounting policies (cont'd)

(c) Intangible assets

Development expenditure

An intangible asset arising from expenditure incurred on the development of materials for courses is recognised only when the Company can demonstrate the technical feasibility of completing the intangible asset so that it will be available for use or sale, its intention to complete and its ability to use or sell the asset, how the asset will generate future economic benefits, the ability of resources to complete and the availability to measure reliably the expenditure during the development. Following the initial recognition of the development expenditure, the cost model is applied requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment loss. Any expenditure capitalised is amortised over the period of expected future usage of the materials for a specific course.

It is amortised systematically over a period of five years upon the commencement of enrolment of students for the specific course.

The carrying value of development costs is reviewed for impairment annually when the asset is not yet in use or more frequently when an indication of impairment arises during the reporting year.

Software

Software is recognised on cost model basis where the asset is to be carried at cost less any accumulated amortisation and accumulated impairment loss. The software is amortised over 3 years.

The carrying value is reviewed for impairment annually when the asset is not yet in use or more frequently when an indication of impairment arises during the reporting year.

Movie copyright

The movie copyright is recognised on cost model basis where the asset is to be carried at cost less accumulated amortisation and accumulated impairment loss. The copyright is amortised over 5 years.

(d) Inventories

Inventories are stated at lower of cost and net realisable value.

Cost is determined using the first in, first out method. The cost of printing materials comprises costs of purchase. The costs of manual and text books comprise costs of printing materials, direct labour and other direct costs.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.2 Summary of significant accounting policies (cont'd)

(e) Provisions

Provisions are recognised when the Company has a present obligation as a result of a past event and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate of the amount can be made. Provisions are reviewed at each balance sheet date and adjusted to reflect the current best estimate. Where the effect of the time value of money is material, provisions are discounted using a current pre-tax rate that reflects, where appropriate, the risks specific to the liability. Where discounting is used, the increase in the provision due to the passage of time is recognised as finance cost.

(f) Income tax

Income tax on the profit or loss for the year comprises current and deferred tax. Current tax is the expected amount of income taxes payable in respect of the taxable profit for the year and is measured using the tax rates that have been enacted at the balance sheet date.

Deferred tax is provided for, using the liability method. In principle, deferred tax liabilities are recognised for all taxable temporary differences and deferred tax assets are recognised for all deductible temporary differences, unused tax losses and unused tax credits to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, unused tax losses and unused tax credits can be utilised. Deferred tax is not recognised if the temporary difference arises from goodwill or negative goodwill or from the initial recognition of an asset or liability in a transaction which is not a business combination and at the time of the transaction, affects neither accounting profit nor taxable profit.

Deferred tax is measured at the tax rates that are expected to apply in the year when the asset is realised or the liability is settled, based on tax rates that have been enacted or substantively enacted at the balance sheet date. Deferred tax is recognised as income or an expense and included in the income statement for the year, except when it arises from a transaction which is recognised directly in equity, in which case the deferred tax is also recognised directly in equity, or when it arises from a business combination that is an acquisition, in which case the deferred tax is included in the resulting goodwill or the amount of any excess of the acquirer's interest is the net fair value of the acquiree's identifiable assets, liabilities and contingent liabilities over the cost of the combination.

(g) Employee benefits

i. Short-term benefits

Wages, salaries, bonuses and social security contributions are recognised as an expense in the year in which the associated services are rendered by employees. Short term accumulating compensated absences such as paid annual leave are recognised when services are rendered by employees that increase their entitlement to future compensated absences. Short term non-accumulating compensated absences such as sick leave are recognised when the absences occur.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.2 Summary of significant accounting policies (cont'd)

(g) Employee benefits (cont'd)

ii. Defined contribution plans

Defined contribution plans are post-employment benefit plans under which the Company pays fixed contributions into separate entities or funds and will have no legal or constructive obligation to pay further contributions if any of the funds do not hold sufficient assets to pay all employee benefits relating to employee services in the current and preceding financial years. Such contributions are recognised as an expense in the income statement as incurred. As required by law, companies in Malaysia make such contributions to the Employees Provident Fund ("EPF").

(h) Foreign currencies

i. Functional and presentation currency

The financial statements of the Company are measured using the currency of the primary economic environment in which the Company operates ("the functional currency"). The financial statements are presented in Ringgit Malaysia (RM), which is also the Company's functional currency.

ii. Foreign currency transactions

Transactions in foreign currencies other than the Company's functional currency are recorded in Ringgit Malaysia using the exchange rates prevailing at the dates of the transactions. At each balance sheet date, monetary items denominated in foreign currencies are translated at the rates prevailing on the balance sheet date. Non-monetary items carried at fair value that are denominated in foreign currencies are translated at the rates prevailing on the date when the fair value was determined. Non-monetary items that are measured in terms of historical cost in a foreign currency are not translated.

Exchange differences arising on the settlement of monetary items, and on the translation of monetary items, are included in income statement for the year.

Exchange differences arising on the translation of non-monetary items carried at fair value are included in the income statement for the year except for the differences arising on the translation of non-monetary items in respect of which gains and losses are recognised directly in equity. Exchange differences arising from such non-monetary items are also recognised directly in equity.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.2 Summary of significant accounting policies (cont'd)

(i) Revenue recognition

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Company and the revenue can be reliably measured.

The following specific recognition criteria must also be met before revenue is recognised:

i. Course and education fees

Revenue of the Company represents course fees, resource and service fees and processing and administrative fee net of refunds and discount allowed.

Course fees are recognised on an accrual basis whereas non-refundable, resource and services fees and processing and administrative fee are recognised in full upon commencement of the course in the income statement.

Revenue from course fees is recognised over the duration of the course.

ii. Interest income

Interest income is recognised on an accrual basis using the effective interest method.

(j) Financial instruments

Financial instruments are recognised in the balance sheet when the Company has become a party to the contractual provisions of the instrument.

Financial instruments are classified as liabilities or equity in accordance with the substance of the contractual arrangement. Interest, dividends, gains and losses relating to a financial instrument classified as a liability, are reported as expense or income. Distributions to holders of financial instruments classified as equity are recognised directly in equity. Financial instruments are offset when the Company has a legally enforceable right to offset and intends to settle either on a net basis or to realise the asset and settle the liability simultaneously.

i. Receivables

Trade receivables are carried at anticipated realisable values. Bad debts are written off when identified. An estimate is made for doubtful debts based on a review of all outstanding amounts as at the balance sheet date.

ii. Payables

Payables are stated at the fair value of the consideration to be paid in the future for goods and services received.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.2 Summary of significant accounting policies (cont'd)

(j) Financial instruments (cont'd)

iii. Interest bearing borrowings

All borrowings are initially recognised at the fair value of the consideration received less directly attributable transaction costs. After initial recognition, interest bearing borrowings are subsequently measured at amortised cost using the effective interest method.

iv. Equity instruments

Ordinary shares are classified as equity. Dividends on ordinary shares are recognised in equity in the year in which they are declared.

v. Cash and cash equivalents

For the purposes of the cash flow statement, cash and cash equivalents include cash on hand and at bank, deposit at call and short term highly liquid investments which have an insignificant risk of changes in value, net of outstanding bank overdrafts.

2.3 Standards and interpretations issued but not yet effective

At the date of authorisation of these financial statements, the following new FRSs and Interpretations, and amendments to certain Standards and Interpretations were issued but not yet effective and have not been applied by the Company, which are:

Effective for financial periods beginning on or after 1 July 2009

FRS 8: Operating Segments

Effective for financial periods beginning on or after 1 January 2010

FRS 4:	Insurance Contracts
FRS 7:	Financial Instruments Disclosures
FRS 101:	Presentation of Financial Statements (revised)
FRS 123:	Borrowing Costs
FRS 139:	Financial Instruments: Recognition and Measurement
Amendments to FRS 1:	First-time Adoption of Financial Reporting Standards and Consolidated and Separate Financial Statements: Cost of an Investment in a Subsidiary, Jointly Controlled Entity or Associate
FRS 127:	Share-based Payment: Vesting Conditions and Cancellations
Amendments to FRS 2:	Financial Instruments: Presentation
Amendments to FRS 132:	Financial Instruments: Recognition and Measurement,
Amendments to FRS 139:	Financial Instruments: Disclosures and IC Interpretation 9:
FRS 7:	Reassessment of Embedded Derivatives

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.3 Standards and interpretations issued but not yet effective

Effective for financial periods beginning on or after 1 January 2010 (cont'd)

Amendments to FRSs 'Improvements to FRSs (2009)'

IC Interpretation 9:	Reassessment of Embedded Derivatives
IC Interpretation 10:	Interim Financial Reporting and Impairment
IC Interpretation 11 FRS 2:	Group and Treasury Share Transactions
IC Interpretation 13:	Customer Loyalty Programmes
IC Interpretation 14 FRS 119:	The Limit on a Defined Benefit Asset, Minimum Funding Requirements and their Interaction
TR i – 3:	Presentation of Financial Statements of Islamic Financial Institutions

Effective for financial periods beginning on or after 1 July 2010

FRS 1:	First-time Adoption of Financial Reporting Standards
FRS 3:	Business Combinations (revised)
FRS 127:	Consolidation and Separate Financial Statements (amended)
Amendments to FRS 2:	Share-based Payment
Amendments to FRS 5:	Non-current Assets Held for Sale and Discontinued Operation
Amendments to FRS 138:	Intangible Assets
Amendments to IC Interpretation 9:	Reassessment of Embedded Derivatives
IC Interpretation 12:	Service Concession Arrangements
IC Interpretation 15:	Agreements for the Construction of Real Estate
IC Interpretation 16:	Hedges of a Net Investment in a Foreign Operation
IC Interpretation 17:	Distributions of Non-cash Assets to Owners

The Company plans to adopt the above pronouncements when they become effective in the respective financial period. Unless otherwise described below, these pronouncements are expected to have no significant impact to the financial statements of the Company upon their initial application:

FRS 101: Presentation of Financial Statements (revised)

The Standard introduces the statement of comprehensive income: presenting all items of income and expense recognised in the income statement, together with all other items of recognised income and expense, either in one single statement, or in two linked statements. The Company is currently evaluating the format to adopt. In addition, a statement of financial position is required at the beginning of the earliest comparative period following a change in accounting policy, the correction of an error or the reclassification of items in the financial statements. This revised FRS does not have any impact on the financial position and results of the Company.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

2. Significant accounting policies (cont'd)

2.3 Standards and interpretations issued but not yet effective

FRS 139: Financial Instruments: Recognition and Measurement, FRS 7: Financial Instruments: Disclosures and Amendments to FRS 139: Financial Instruments: Recognition and Measurement, FRS 7: Financial Instruments: Disclosures

The new Standard on FRS 139: Financial Instruments: Recognition and Measurement establishes principles for recognising and measuring financial assets, financial liabilities and some contracts to buy and sell non-financial items. Requirements for presenting information about financial instruments are in FRS 132: Financial Instruments: Presentation and the requirements for disclosing information about financial instruments are in FRS 7: Financial Instruments: Disclosures.

FRS 7: Financial Instruments: Disclosures is a new Standard that requires new disclosures in relation to financial instruments. The Standard is considered to result in increased disclosures, both quantitative and qualitative of the Company's exposure to risks, enhanced disclosure regarding components of the Company's financial position and performance, and possible changes to the way of presenting certain items in the financial statements.

In accordance with the respective transitional provisions, the Company is exempted from disclosing the possible impact to the financial statements upon the initial application.

3. Other income

	2009	2008
	RM	RM
Operating grant received	–	15,000,000
Miscellaneous collections	293,890	90,866
Rental Income	3,000	242,412
Discount received	–	14,994
Others	164,244	520,761
	461,134	15,869,033

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

4. Employee benefits expense

	2009	2008
	RM	RM
Wages and salaries	9,103,184	7,468,054
Social security contributions	85,461	70,681
Contributions to defined contribution plan	1,055,329	847,550
Other benefits	212,716	227,043
	10,456,690	8,613,328

Included in employee benefits expense of the Company are directors' remuneration amounting to RM356,040 (2008: RM386,799) as further disclosed in Note 5.

5. Loss from operations

	2009	2008
	RM	RM
The following amounts have been included in arriving at loss before tax:		
After charging:		
Amortisation of intangible assets	802,603	843,490
Auditors' remuneration:		
- current year	20,000	20,000
- underprovision in prior year	-	8,000
Bad debts written off	35,603	-
Directors' remuneration		
- present directors	356,040	386,799
Depreciation	2,148,728	2,091,183
Loss on disposal of property, plant and equipment	1,819	25,595
Rental of plant and equipment	25,744	26,021
Rental of premises	1,041,514	922,831
and crediting:		
Cash grant received from holding company	-	15,000,000
Rental income	3,000	242,412

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

6. Taxation

	2009 RM	2008 RM
Income tax:		
Malaysian income tax	-	-

Domestic current income tax is calculated at the statutory tax rate of 25% (2008: 20% and 26%) of the estimated assessable profit for the year. The computation of deferred tax as at 31 December 2009 has reflected this change.

A reconciliation of income tax expense applicable to loss before taxation at the statutory income tax rate to income tax expense at the effective income tax rate of the Company is as follows:

	2009 RM	2008 RM
Loss before taxation	(18,617,020)	(4,321,881)
Taxation at Malaysian statutory tax rate of 25% (2008: 26%)	(4,654,255)	(1,123,689)
Expenses not deductible for tax purposes	24,478	14,818
Deferred tax assets not recognised on unabsorbed tax losses and capital allowances	4,629,777	1,108,872
Tax expense for the year	-	-
Tax losses are analysed as follows:		
Unutilised tax losses carried forward	29,568,000	13,534,000
Unutilised capitalised allowances carried forward	9,477,000	8,340,000

The unutilised tax losses and unabsorbed capital allowances are available for offsetting against future taxable profits subject to no substantial change in shareholdings of the Company under the Income Tax Act, 1967 and guidelines issued by the tax authorities.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

7. Property, plant and equipment

	Office equipment RM	Computer equipment RM	Furniture, fixtures and fittings RM	Motor vehicles RM	Books RM	Infrastructure RM	IT RM	Capital work-in progress RM	Total RM
2009									
Cost									
At 1 January 2009	544,743	2,138,442	286,999	678,522	576,456	3,781,307	-	8,006,469	
Additions	1,900	155,166	-	-	213,588	144,703	630,443	1,145,800	
Disposals	(807)	(14,122)	(490)	-	-	-	-	(15,419)	
At 31 December 2009	545,836	2,279,486	286,509	678,522	790,044	3,926,010	630,443	9,136,850	
Accumulated depreciation									
At 1 January 2009	119,378	1,150,943	19,781	234,635	143,711	1,638,072	-	3,306,520	
Charge for the year	54,594	626,077	28,696	158,201	129,819	1,151,341	-	2,148,728	
Disposals	(353)	(13,046)	(201)	-	-	-	-	(13,600)	
At 31 December 2009	173,619	1,763,974	48,276	392,836	273,530	2,789,413	-	5,441,648	
Net carrying amount									
At 31 December 2009	372,217	515,512	238,233	285,686	516,514	1,136,597	630,443	3,695,202	

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

7. Property, plant and equipment

	Office equipment RM	Computer equipment RM	Furniture, fixtures and fittings RM	Motor vehicles RM	Books RM	Infrastructure RM	IT RM	Capital work-in progress RM	Total RM
Cost									
At 1 January 2008	473,892	1,510,027	98,573	678,522	316,819	3,129,521	-	-	6,207,354
Additions	70,851	662,500	231,537	-	259,637	651,786	-	-	1,876,311
Disposals	-	(34,085)	(43,111)	-	-	-	-	-	(77,196)
At 31 December 2008	544,743	2,138,442	286,999	678,522	576,456	3,781,307	-	-	8,006,469
Accumulated depreciation									
At 1 January 2008	69,014	516,078	20,227	104,736	54,440	462,514	-	-	1,227,009
Charge for the year	50,364	635,702	10,390	129,899	89,271	1,175,558	-	-	2,091,184
Disposals	-	(837)	(10,836)	-	-	-	-	-	(11,673)
At 31 December 2008	119,378	1,150,943	19,781	234,635	143,711	1,638,072	-	-	3,306,520
Net carrying amount									
At 31 December 2008	425,365	987,499	267,218	443,887	432,745	2,143,235	-	-	4,699,949

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

8. Intangible assets

	Development expenditure RM	Software RM	Copyright RM	Total RM
2009				
Cost				
At 1 January	2,183,051	1,811,592	125,163	4,119,806
Additions	799,111	73,352	–	872,463
At 31 December	2,982,162	1,884,944	125,163	4,992,269
Accumulated amortisation				
At 1 January	319,350	1,315,005	35,463	1,669,818
Amortisation	394,176	383,394	25,033	802,603
At 31 December	713,526	1,698,399	60,496	2,472,421
Net carrying amount				
At 31 December 2009	2,268,636	186,545	64,667	2,519,848
2008				
Cost				
At 1 January	1,411,702	1,733,879	125,163.00	3,270,744
Additions	771,349	77,713	–	849,062
At 31 December	2,183,051	1,811,592	125,163	4,119,806
Accumulated amortisation				
At 1 January	91,892	724,006	10,430	826,328
Amortisation	227,458	590,999	25,033	843,490
At 31 December	319,350	1,315,005	35,463	1,669,818
Net carrying amount				
At 31 December 2008	1,863,701	496,587	89,700	2,449,988

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

9. Inventories

	2009 RM	2008 RM
Printing materials	122,415	102,334
Manuals and text books	796,139	728,441
	918,554	830,775

10. Other receivables

	2009 RM	2008 RM
Deposits	97,684	80,533
Prepayments	532,337	278,071
Other receivables	29,122	318,786
	659,143	677,390

11. Fixed deposits and repo with a licensed bank

	2009 RM	2008 RM
Repo with a licensed bank	1,000,000	–
Fixed deposits with a licensed bank	1,055,276	–
	2,055,276	–

The fixed deposits with a licensed bank are pledged to the bank as securities for banking facilities granted to the Company.

The interest rates earned during the financial year and the maturities of deposits as at 31 December 2009 are as follows:

	Interest rate % per annum		Maturities (days)	
	2009	2008	2009	2008
Repo	1.00 - 2.50	–	30 days	–
Fixed deposits	1.00 - 3.10	3.15 - 3.25	1 - 15 days	–

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

12. Trade and other payables

	2009 RM	2008 RM
Trade payables:		
Third parties	112,927	140,716
Other payables:		
Accruals	2,439,914	1,010,831
Deferred income	3,771,667	2,687,091
Other payables	735,831	752,814
Provision for unutilised leave	166,644	194,518
	7,114,056	4,645,254
Total	7,226,983	4,785,970

12.1. Provision for unutilised leave

	2009 RM	2008 RM
At 1 January	194,518	162,639
Addition during the year	(27,874)	31,879
At 31 December	166,644	194,518

Trade payables are non-interest bearing and the normal trade credit term granted to the Company is 30 days.

Deferred income represents unearned courses fee, unearned tuition fee and other income which are amortised over the duration of the courses.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

13. Share capital

	Number of ordinary shares of RM1 each		Amount	
	2009	2008	2009 RM	2008 RM
Authorised:				
At 1 January	1,000,000	1,000,000	1,000,000	1,000,000
Created during the year	99,000,000	–	99,000,000	–
At 31 December	100,000,000	1,000,000	100,000,000	1,000,000
Issued and fully paid:				
At 31 December	200,000	200,000	200,000	200,000
Issued during the year	39,800,000	–	39,800,000	–
At 31 December	40,000,000	200,000	40,000,000	200,000

The holder of ordinary shares is entitled to receive dividends as declared from time to time and is entitled to one vote per share at meetings of the Company. All ordinary shares rank equally with regard to the Company's residual assets.

During the financial year, the Company increased its:

- (a) authorised ordinary share capital from RM1,000,000 to RM100,000,000 through the creation of an additional 99,000,000 ordinary shares of RM1 each; and
- (b) issued and paid up ordinary share capital from RM200,000 to RM40,000,000 by way of issuance of:
 - (i) 50,000 ordinary shares of RM1 each at an issue price of RM1 per ordinary share for cash, for additional working capital purposes;
 - (ii) 39,750,000 ordinary shares of RM1 each to Wawasan Education Foundation by capitalising part of the amount owing to Wawasan Education Foundation.

14. Amount due to holding company

The amount due to holding company is unsecured, interest free and has no fixed term of repayment. However, the holding company has given an undertaking not to demand repayment of the debt owing by the Company within the next twelve months after the balance sheet date.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

15. Deferred tax

	2009 RM	2008 RM
Deferred tax	-	-
Presented after appropriate offsetting as follows:		
Deferred tax liabilities	(888,838)	1,224,752
Deferred tax assets	888,838	(1,224,752)
	-	-

The components and movements of deferred tax liabilities and assets during the financial year prior to offsetting are as follows:

	At 1 January 2009	Recognised in income statement	At 31 December 2009
Deferred tax liabilities			
Capital allowances	1,224,752	(335,914)	888,838
Deferred tax assets			
Unabsorbed capital allowances	(1,224,752)	335,914	(888,838)
Net movement of deferred tax	-	-	-

	At 1 January 2008	Recognised in income statement	At 31 December 2008
Deferred tax liabilities			
Capital allowances	1,003,845	220,907	1,224,752
Deferred tax assets			
Unabsorbed capital allowances	(1,003,845)	(220,907)	(1,224,752)
Net movement of deferred tax	-	-	-

NOTES TO THE FINANCIAL STATEMENTS (cont'd)
31 DECEMBER 2009

15. Deferred tax

15.1 Deferred tax assets not recognised

Deferred tax assets have not been recognised in respect of the following items:

	2009	2008
	RM	RM
Unutilised business losses	29,567,000	13,534,000
Unabsorbed capital allowances	5,922,109	3,630,000
	<hr/>	<hr/>

16. Capital commitments

	2009	2008
	RM	RM
Contracted but not provided for	130,426	237,906
	<hr/>	<hr/>

17. Lease commitments

The Company has the following operating lease commitments under non-cancellable leases:

	2009	2008
	RM	RM
Not later than 1 year	1,031,240	857,884
Between 1 year to 5 years	1,470,210	335,590
Later than 5 years	613,000	17,667
	<hr/>	<hr/>
	3,114,450	1,211,141
	<hr/>	<hr/>

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

18. Related party disclosures

- (a) In addition to the transactions detailed elsewhere in the financial statements, the Company has the following transactions with related parties during the financial year:

	2009	2008
	RM	RM
Advances from holding company	15,200,000	15,300,000
Expenses paid on behalf by the holding company	761,315	720,703
Expenses paid on behalf for the holding company	2,540	47,788
Rental paid to holding company	761,315	684,052
Rental paid to a related company	27,710	36,579
Operating grant received from holding company	–	15,000,000

Information regarding outstanding balances arising from related party transactions as at 31 December 2009 are disclosed in Note 14.

- (b) Compensation of key management personnel

The remuneration of directors and other members of key management during the year was as follows:

	2009	2008
	RM	RM
Short term employee benefits	820,567	768,811
Post-employment benefits:		
- Defined contribution plan	98,652	95,952
	919,219	864,763

Included in the total compensation of key management personnel are:

	2009	2008
	RM	RM
Directors' remuneration (Note 5)		
- present director	356,040	386,799

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

19. Financial instruments

(a) Financial risk management objectives and policies

The Company's financial risk management policy seeks to ensure that adequate financial resources are available for the development of the Company's businesses whilst managing its interest rate risks, foreign currency risk, liquidity risk and credit risks. The Board reviews and agrees policies for managing each of these risks and they are summarised below. It is, and has been throughout the year under review, the Company's policy that no trading in derivative financial instruments shall be undertaken.

(b) Interest rate risk

The Company had no interest rate risk relating to interest bearing debt and had no substantial long term interest bearing assets as at 31 December 2009. The investments in financial assets are mainly short term in nature and have been mostly placed in fixed deposits.

The following tables set out the range of interest rates as at the balance sheet date and the remaining maturities of the Company's financial instruments that are exposed to interest rate risk:

	Note	Interest rate %	Within 1 year RM	1 - 2 years RM	2 - 3 years RM	3 - 4 years RM	4 - 5 years RM	More than 5 years RM	Total RM
2009									
Fixed rate									
Repo	11	1.00 - 2.50	1,000,000	-	-	-	-	-	1,000,000
Fixed deposits	11	1.00 - 3.10	1,055,276	-	-	-	-	-	1,055,276
2008									
Fixed rate									
Fixed deposits	11	2.30 - 3.20	4,500,000	-	-	-	-	-	4,500,000

The other financial instruments of the Company that are not included in the above tables are not subject to interest rate risk.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

31 DECEMBER 2009

19. Financial instruments (cont'd)

(c) Liquidity risk

The Company manages its debt maturity profile, operating cash flows and the availability of funding so as to ensure that all repayment and funding needs are met. As part of its overall prudent liquidity management, the Company maintains sufficient levels of cash or cash convertible investments to meet its working capital requirements.

(d) Credit risk

The Company does not have any significant exposure to any individual customer or counterparty nor does it have any major concentration of credit risk related to any financial instruments.

(e) Fair values

The methods and assumptions are used by management to determine fair values of financial instruments other than those whose carrying amounts reasonably approximate their fair value are as follows:

i. Cash and cash equivalents, other receivables and trade and other payables

The carrying amounts approximate fair values due to the relatively short term maturity of these instruments.

ii. Amount due to holding company

It is not practicable to estimate the fair value of amount due to the holding company due principally to a lack of fixed repayment terms entered into by the parties involved and without incurring excessive cost.