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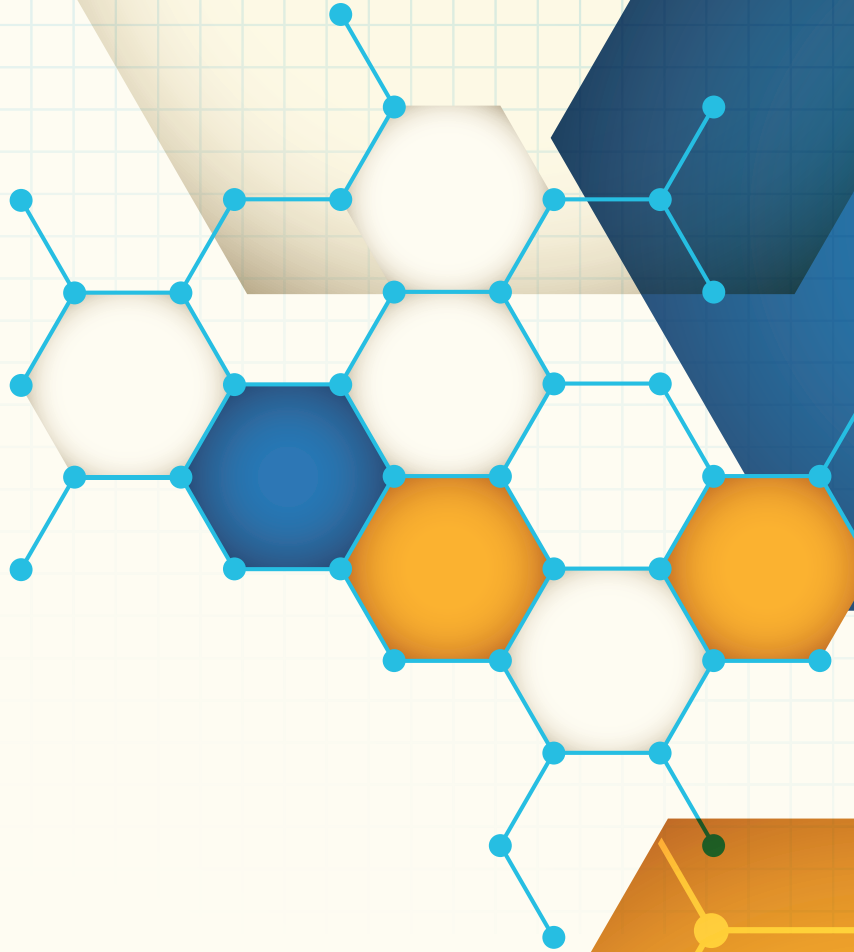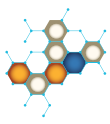
TUNKU ABDUL RAHMAN UNIVERSITY OF
MANAGEMENT AND TECHNOLOGY
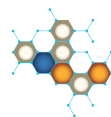
SOFT SKILLS
CERTIFICATION

CONTENTS

1. INTRODUCTION

In this era of globalisation, academic achievement alone will not guarantee a graduate to be accepted into the working world. Thus, soft skills elements need to be implemented in teaching and learning in line with the student-centred learning approach.

2. OBJECTIVES

2.1 To provide a holistic education to prepare students to become global leaders.

2.2 To encourage students to be more proactive in organising/participating in extra curricular activities and balance it with academic achievement to develop wholesome human beings.

2.3 To allow students to develop new skills and to stretch beyond their comfort zones.

3. DEFINITION OF SOFT SKILLS

Soft Skills incorporate all aspects of generic skills that include cognitive elements associated with non-academic skills. Seven soft skills have been identified and chosen to be implemented from the Ministry of Higher Education (MOHE):

1) Communication Skills (CS)
2) Critical Thinking and Problem Solving (CTPS)
3) Teamwork Skills (TS)
4) Lifelong Learning and Information Management (LL)
5) Entrepreneurship Skills (KK)
6) Ethics and Moral Professionalism (EM)
7) Leadership Skills (LS)

Each element can be defined into two categories, which are *Must Have Soft Skill – KIM* and *Good to Have Soft Skill – KIT*. Although emphasis should be on the initiatives of providing human capital with *Must Have Soft Skill (KIM), Good to Have Soft Skill (KIT)* should also be encouraged.

MUST HAVE SOFT SKILL AND GOOD TO HAVE SOFT SKILL

Soft skills are categorized into two which are *Must Have Soft Skill (KIM)* and *Good to Have Soft Skill (KIT)*.

KIM – Must Have Soft Skill

'Must Have Soft Skill' is a requirement for every student of higher learning institution. If a student does not possess the skill, he/ she is considered incompetent in the related element.

KIT – Good to Have Soft Skill

'Good to Have Soft Skill' is a generic skill which gives added value to the student. If the skill is possessed together with *KIM*, he/ she is considered as being competent in the related element.
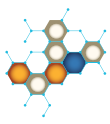
4. EXPLANATION OF SOFT SKILLS ELEMENTS

Communication Skills

Communication skills incorporate the ability to communicate effectively in both Bahasa Malaysia and English Language in different contexts and audiences. The explanations of the elements of communication skills are as follows:

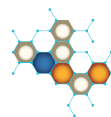| SKILL	CATEGORY	DESCRIPTION
CS 1	KIM	Ability to deliver ideas clearly, effectively and confidently in the oral and written form.
CS 2	KIM	Ability to apply active hearing skill and provide feedback.
CS 3	KIM	Ability to do a clear presentation with full confidence according to the level of the audience.
CS 4	KIT	Ability to make use of technology during presentation.
CS 5	KIT	Ability to discuss and come to an agreement.
CS 6	KIT	Ability to communicate with other participants from different cultural backgrounds.
CS 7	KIT	Ability to enhance individual communication skill.
CS 8	KIT	Ability to use non-oral skill.

Critical Thinking and Problem Solving

Critical thinking and problem solving incorporates the ability to think critically, innovatively and analytically:

SKILL	CATEGORY	DESCRIPTION
CTPS 1	KIM	Ability to identify and analyze problems in a complex and vague situation and to do a justifiable evaluation.
CTPS 2	KIM	Ability to develop and upgrade thinking skills such as explaining, analyzing and evaluating discussion.
CTPS 3	KIM	Ability to look for ideas and alternative solution.
CTPS 4	KIT	Ability to think out of the box.
CTPS 5	KIT	Ability to make decision based on concrete evidence.
CTPS 6	KIT	Ability to withstand and pay full attention to the task at hand.
CTPS 7	KIT	Ability to understand and adapt oneself to the culture of the community and new working environment.

Teamwork Skills

Teamwork skills involve the ability to cooperate with people from a variety of socio-cultural background in order to achieve a common goal.

SKILL	CATEGORY	DESCRIPTION
TS 1	KIM	Ability to build strong relationship, interact and work effectively with people to attain the same objectives.
TS 2	KIM	Ability to understand and to perform rotating role playing as the leader and a group member.
TS 3	KIM	Ability to identify and respect the attitudes, behaviours and beliefs of others.
TS 4	KIT	Ability to contribute to the group's plan and coordinate group work.
TS 5	KIT	Responsible towards group's decision.

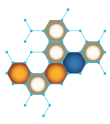## Lifelong Learning and Information Management

Lifelong learning involves working independently in order to obtain skills and knowledge.

SKILL	CATEGORY	DESCRIPTION
LL 1	KIM	Ability to search and manage information which is relevant from various sources.
LL 2	KIM	Ability to receive and acknowledge the new ideas for autonomous learning.
LL 3	KIT	Ability to develop an inquisitive mind that hungers for knowledge.

Entrepreneurship Skills

Entrepreneurship skills involve the ability to explore opportunities and develop risk awareness, creativity and innovation in activities related to areas of business and employment.

| SKILL	CATEGORY	DESCRIPTION
KK 1	KIM	Ability to identify business opportunities.
KK 2	KIT	Ability to draft business plan.
KK 3	KIT	Ability to create, explore and seize business and career opportunities.
KK 4	KIT	Able to self employ.

Ethics and Moral Professionalism

Ethics and moral professionalism involves the ability to apply high moral standards in professional practice and social interaction as illustrated below:

SKILL	CATEGORY	DESCRIPTION
EM 1	KIM	Ability to understand the economic, environmental and socio-cultural impacts in the practice of professionalism.
EM 2	KIM	Ability to analyze and make decision in solving problems related to ethics.
EM 3	KIT	Ability to practice ethical behaviours and is responsible towards society.

Leadership Skills

Leadership skills involve the ability to show leadership in various activities as shown below:

SKILL	CATEGORY	DESCRIPTION
LS 1	KIM	Knowledge on basic theory of leadership.
LS 2	KIM	Ability to lead projects.
LS 3	KIT	Ability to understand and alternate position between group leader and group member.
LS 4	KIT	Ability to supervise team members.
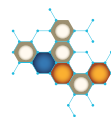
5. GENERAL GUIDELINES FOR STUDENTS

5.1   A Soft Skills Certificate will be awarded to graduate students who fulfill the set minimum requirement by participating in extracurricular activities approved by the University.

5.2   To qualify for a Soft Skills Certificate, a minimum score of '5' is required for each of the six elements of soft skills (CS, CTPS, TS, LL, EM and LS) and '3' for KK element.

5.3   Each activity will have a maximum of 3 points per element. Students are required to participate in more than one activity to qualify for a Soft Skills Certificate.

5.4   The soft skills score will not be carried forward from a lower level to a higher level (E.g. Foundation to Bachelor Degree or Diploma to Bachelor Degree).

5.5   Soft Skills Certificate will be awarded to graduate students who fulfill the set minimum requirement at each level at the end of the completion of their programme. Students will be entitled to two soft skills certificate if they fulfill the soft skills' minimum requirement during both their Diploma level and Bachelor level of studies.

5.6   Students who take the initiative in enrolling for extra short courses under CPE will be entitled for soft skills scores. The activities conducted by students as part of their course-work mark are not counted as soft skills score. The Appendix 1 shows a sample of extracurricular activities which the students are entitled for the soft skills score.

5.7   The Officer/Lecturer in-charge of the activity shall fill in the Soft Skills Application Form (as per Appendix 2) and submit to the DSA Director for approval.

5.8   The flow diagram for maintaining of soft skills score is as per Appendix 3.

5.9   Students can check their soft skills score through the intranet at the beginning of every semester for a period of two weeks (follow the University academic calendar).

5.10   Graduates who are entitled for the soft skills certificate can collect the certificate from their respective Faculty/Centre/Branch Campus. Sample of the Soft Skills Certificate as per Appendix 4i & 4ii.

5.11   Graduates can print their testimonial through the intranet after graduation and before their convocation. Graduates will not be allowed to print their testimonial as they will be blocked from accessing the intranet after their convocation. The testimonial will list down all the achievements, extra co-curricular activities and talks/workshops in which the students have participated in. Sample of Testimonial as per Appendix 5.
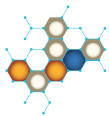
SAMPLE OF EXTRACURRICULAR ACTIVITIES WHEREBY STUDENTS ARE ENTITLED FOR THE SOFT SKILLS SCORE

1. Society/Club Committee Member

No	Committee Member	CS	CTPS	TS	LL	KK	EM	LS
1	President	3	3	3	2		3	3
2	Vice President / Deputy President / Deputy Vice President	2	2	2	2		3	2
3	Secretary / Deputy Secretary	2	2	2	2		3	2
4	Treasurer / Deputy Treasurer	2	2	2	2		3	2
5	Committee Member	2	2	2	2		2	2
6	Auditor	1	2	1	2		2	1

2. Society/Club, Orientation Programme, Faculty/Department Activity (Organising Committee Member)

No	Organising Committee Member	CS	CTPS	TS	LL	KK	EM	LS
1	Organising President	3	3	3	2	1	3	3
2	Organising Vice President	2	2	2	2	1	3	2
3	Organising Secretary / Organising Assistant Secretary	2	2	2	2	1	3	2
4	Organising Treasurer / Organising Assistant Treasurer	2	2	2	2	1	3	2
5	Organising Committee Member	2	2	2	2	1	2	2
6	Volunteer / Facilitator	1	1	2	2	1	2	1
7	Performer / Finalist (TT / OO)	2	2	2	2	1	2	1

3. Society/Club/Faculty/Department Fundraising (Organising Committee Member)

No	Organising Committee Member	CS	CTPS	TS	LL	KK	EM	LS
1	Organising President	2	2	2	1	3	2	2
2	Organising Vice President	1	1	1	1	3	2	1
3	Organising Secretary / Organising Assistant Secretary	1	1	1	1	3	2	1
4	Organising Treasurer / Organising Assistant Treasurer	1	1	1	1	3	2	1
5	Organising Committee Member	1	1	1	1	3	1	1
6	Volunteer	1	1	1	1	2	1	1

4. Programme Representative

No	Programme Representative	CS	CTPS	TS	LL	KK	EM	LS
1	Programme Representative	3	2	2	2		2	2
2	Assistant Programme Representative	2	1	1	2		2	1
3	Class Representative	2	1	1	2		2	1
4	Assistant Class Representative	1	1	1	2		2	1
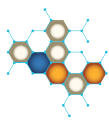
5. Society/Club Activity (Participant)

i. Class & Training

- Minimum 10 lessons (2 hours per class) in order to be entitled for the soft skills score.
- Students are entitled to only one soft skills score for the same class/training attended under a Society/Club (for item No. 1 to 6).
- E.g.: If a student claimed the soft skills score for Taekwondo training under Taekwondo Club during Semester 1, he/she will not allowed to claim the soft skills score if he/she attends the training again during Semester 2.

ii. Performance & Competition

- Every performance/competition is entitled for the soft skills score upon recommendation by Advisors.
- Friendly matches are not entitled for the soft skills score.
- Students are entitled to only one soft skills score if he/she takes part in more than one category in a competition.
- E.g.: If a student taking part in a Swimming competition in 100m breaststroke, 100m backstroke and 4x100m breaststroke in the Inter-Campus Sports Carnival, he/she is only entitled to one soft skills score.

iii. Leadership Camp

- Minimum 8 hours training in order to be entitled for the soft skills score.

No	Society/Club Activity	CS	CTPS	TS	LL	KK	EM	LS
1	Drama/Debates Class (E.g.: Chinese Language Society, English Language Society	2	2	1	2		1	
2	Religious Class (E.g.: Christian Fellowship, Catholic Society, Buddhist Society)	1	2	1	2		1	
3	Chinese Chess/International Chess Class (E.g.: Chinese Language Society)	1	2	1	2		1	
4	Wataniah Training	2	2	2	2		2	2
5	Training (E.g.: Chinese Orchestra, Choir Society, Music Society)	1	2	1	2		1	
6	Martial Arts Training (E.g.: Kung Fu Recreational Club, Taekwondo Club)	1	2	1	2		1	
7	Individual Competition (E.g.: Taekwondo, Kung Fu, Swimming Club)	1	2		2		2	1
8	Team Competition (E.g.: Basketball Competition)	1	2	3	2		2	1
9	Leadership Camp organised by Society/Club	2	2	2	2		2	2
10	Community Service (E.g.: CPUS Community Service)	2	2	2	2		2	2
11	Field Trip/Factory Visit/Educational Visit	1			2			
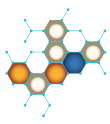
6. Sports Activity (Participant)

No	Sports Activity	CS	CTPS	TS	LL	KK	EM	LS
1	Intra Faculty Sports Carnival	1	2	3	2		2	1
2	Inter Campus Sports Carnival	1	2	3	2		2	1
3	DIGI Volleyball Invitation	1	2	3	2		2	1
4	Open Water Polo Competition	1	2	3	2		2	1
5	Standard Chartered International KL Marathon	1	2		2		2	1
6	IPT Table Tennis Championship	1	2		2		2	1
7	University of Malaya Badminton Championship	1	2		2		2	1

7. Talk/Workshop (Participant)

i. Self-Development

No	Talk/Workshop	CS	CTPS	TS	LL	KK	EM	LS
1	"De-Stress & Relax" Workshop	1			2			
2	"Connect with Yourself: Scribble Drawing" Workshop	1	1	1	2			
3	"Creating Harmonious Relationships" Workshop	2	1	1	2			
4	"Discovering Yourself & Your Career Interests" Workshop	1	1	1	2	1		
5	"Enrich Your Interpersonal Relationships" Workshop	1	1	1	2			
6	EQ Series Workshops	2	2	1	2			
7	"Knowing Your Behavioral Style" Workshop	1	1	1	2	1		1
8	Personal Growth Group: Career Interest	1	1	1	2	1		
9	Personal Growth Group: Self Discovery	1	1	1	2			
10	Grooming Workshop	1	1		2	1		
11	Building Confidence in Communication	2	1		2	1		
12	Understand Your Employability Skills	1	1		2	1		
13	Achieving Personal Excellence	1	1		2	1		
14	Student Induction Course	1	1		1		1	1

ii. Health and Wellness

No	Talk/Workshop/Activity	CS	CTPS	TS	LL	KK	EM	LS
1	"Deep Breathing & Progressive Muscle Relaxation" Workshop	1			2			
2	"Movement & Relaxation" Workshop	1			2			
3	"Relax with Yoga" Workshop	1			2			

iii. Entrepreneurial

No	Talk/Workshop/Activity	CS	CTPS	TS	LL	KK	EM	LS
1	SIFE National Competition Training Workshop	2	2	2	2	3	2	2

8. Others Activity (Participant)

i. Performance

No	Other Activity	CS	CTPS	TS	LL	KK	EM	LS
1	Pelancongan Cuti-Cuti 1Malaysia	1	1	2	2		1	
2	Karnival Pelancongan Citrwarna 1Malaysia	1	1	2	2		1	
3	40th Anniversary Celebration Variety Show	1	1	2	2		1	

ii. Volunteerism

No	Other Activity	CS	CTPS	TS	LL	KK	EM	LS
1	Gotong Royong	1	1	2	2		2	
2	1MCA Foundation "Let's Embrace Health" Campaign	1	1	1	1		1	1
3	1000 Tables Fund Raising Dinner	1	1	1	1			

iii. Leadership

No	Talk/Workshop/Activity	CS	CTPS	TS	LL	KK	EM	LS
1	Student Leadership & Team Building Camp	2	2	3	2	1	2	3

9. CPE Course (Participant)

No	Talk/Workshop	CS	CTPS	TS	LL	KK	EM	LS
1	Swimming for Beginners	1	1	1	2		1	
2	Body Fit Programme	1	1		2		1	
3	Tennis for Beginners	1	1	1	2		1	
4	Japanese Language: Elementary Level	3	2		3			
5	Japanese Language: Lower Intermediate Level	3	2		3			
6	French Language: Elementary Level	3	2		3			
7	French Language: Lower Intermediate Level	3	2		3			
8	Korean Language: Elementary Level	3	2		3			
9	Korean Language: Lower Intermediate Level	3	2		3			
10	Mandarin for Beginners	3	2		3			
11	Kursus Ulangkaji Bahasa Malaysia	3	2		3			
12	IELTS Preparatory Course	3	2		3		1	
13	Intensive IELTS	3	2		3		1	
14	MUET Preparatory Course	3	2		3		1	
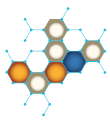
Sample of Student Record

Name:
Student ID No.:

No	Date	Activity	Position	CS	CTPS	TS	LL	KK	EM	LS
1		Chinese Language Society	President	3	3	3	2		3	3
2		Student Leadership & Team Building Camp	Participant	2	2	3	2	1	2	3
3		"Discovering Yourself & Your Career Interests" Workshop	Participant	1	1	1	2	1		
4		Fund Raising	Organising President	2	2	2	1	3	2	2
5		"Connect with Yourself: Scribble Drawing" Workshop	Participant	1	1	1	2			
6		Inter-Campus Sports Carnival – Basketball	Participant	1	2	3	2		2	1
Total Score				10	11	13	11	5	9	9

To qualify for a soft skills certificate, a minimum total score of '5' is required for each of the six elements of soft skills (CS, CTPS, TS, LL, EM and LS) and '3' for KK element.
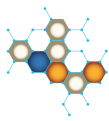
SOFT SKILLS APPLICATION FORM

TUNKU ABDUL RAHMAN UNIVERSITY OF MANAGEMENT AND TECHNOLOGY
DEPARTMENT OF STUDENT AFFAIRS

SOFT SKILLS APPLICATION FORM
(This form to be submitted to KL DSA for approval within a month after the activity)

Campus: [   ] KL   [   ] PG   [   ] PK   [   ] JH   [   ] PH   [   ] SB

Society/Club/Faculty/Centre/Department/Branch Campus: _____

Activity Name: _____

Activity Level: [   ] Society/Club [   ] Faculty/Centre [   ] Uni [   ] State [   ] National [   ] International

Date   : _____ to _____   Time: _____ to _____

Venue : _____ Fee: _____

Activity Description & Learning Outcome:

_____

_____

_____

_____

_____

_____

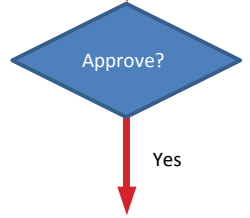Please tick "✔" in the "☐" for awarding of soft skills points to organizing committee or participant
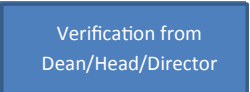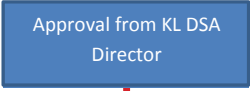
| No	Type of Involvement	Soft Skills Elements						
		CS	CTPS	TS	LL	KK	EM	LS
1	☐ For Organising Committee	Preset soft skills score in TIAS system for organizing committee						
2	☐ Proposed Score for participant ((1=Low, 2=Average, 3=High) (to be completed by Lecturer/Officer)							
	Approved Score for participant (to be completed by DSA)							

Note: CS – Communication Skills, CTPS- Critical Thinking and Problem Solving, TS- Teamwork Skills, LL- Lifelong Learning and Information Management, KK- Entrepreneurship Skills, EM- Ethics and Moral Professionalism, LS- Leadership Skills

| Prepared by Lecturer/Officer:	Verified by Dean/Head/Director of Faculty/Department/Branch:	Approved by Director of Department of Student Affairs:
.... Name: Date:	.... Name: Date:	.... Name: Date:

FLOW DIAGRAM FOR MAINTAINING OF SOFT SKILLS SCORE

Flow	Description	Responsibility
Fill in Soft Skills Application Form	• The Officer/Lecturer in-charge of the activity is required to fill in the Soft Skills Application Form <u>within a month</u> after the activity.	Faculty/Department/ Branch Campus
Verification from Dean/Head/Director	• The completed form to be submitted to Dean/Head/Director of Faculty/Department/Branch Campus for verificaiton and recommendation. • For Society/Club activity in KL, the form shall be verified by Dean of Faculty for Acedic Society and Deputy Director of DSA for Non-Aacedmic Society/Club.	Dean/Head/Director of Faculty/Department/ Branch Campus
Approval from KL DSA Director	• The completed form to be submitted to KL DSA Directod for modernation and approval.	KL DSA Director
Approve?	• Once the soft skills application is approved, a copy of Soft Skills Application Form will be forwarded to the respective Dean/Head/ Director of Faculty/Department/Branch Campus.	
Yes → Maintaining of Soft Skills in TIAS	• KL DSA will maintain the activity title and the approved soft skills score in TIAS. The respective Faculty/Department/Branch Campus is required to maintain the students' name list/attendance in TIAS <u>within a month</u> after the activity. • For Society/Club, the officer in-charge of the Society/Club in KL and Branch Campus will maintain the title, approved soft skills score and students' name list/attendance in TIAS <u>within a month</u> after the activity.	KL DSA Faculty/Department/ Branch Campus Officer in-charge of Society/Club, DSA, KL/Branch Campus
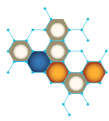
SAMPLE OF SOFT SKILLS CERTIFICATE

UNIVERSITI PENGURUSAN DAN TEKNOLOGI TUNKU ABDUL RAHMAN
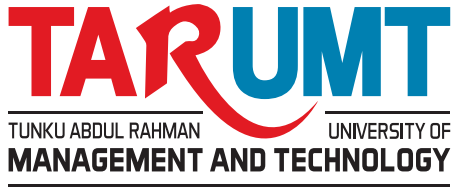
東姑阿都拉曼管理及工藝大學

Certificate in Soft Skills

It is hereby certified that

CHAN CHEE KEONG
(000808-14-XXXX)
Diploma in Business Information Systems

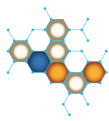has achieved competencies in the following seven elements of soft skills:

	Total Points Collected
• Communication Skills	15
• Critical Thinking and Problem Solving	10
• Teamwork Skills	8
• Lifelong Learning and Information Management	8
• Entrepreneurship Skills	3
• Ethics and Moral Professionalism	5
• Leadership Skills	5

Vice President
Student Affairs & Quality Assurance

Director
Department of Student Affairs

15 November 2022

SAMPLE OF SOFT SKILLS CERTIFICATE

UNIVERSITI PENGURUSAN DAN TEKNOLOGI TUNKU ABDUL RAHMAN

Certificate in Soft Skills

It is hereby certified that

CHAN CHEE KEONG
(000808-14-XXXX)
Diploma in Business Information Systems

has achieved competencies in the following seven elements of soft skills:

	Total Points Collected
• Communication Skills	15
• Critical Thinking and Problem Solving	20
• Teamwork Skills	18
• Lifelong Learning and Information Management	18
• Entrepreneurship Skills	23
• Ethics and Moral Professionalism	15
• Leadership Skills	25

Vice President
Student Affairs & Quality Assurance

Director
Department of Student Affairs
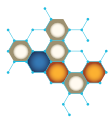
15 November 2022

SAMPLE OF TESTIMONIAL

TESTIMONIAL

This is to certify that the following student has fulfilled all the requirements of the programme of study as stated below:

Date of Issuance : 15 November 2022
Name : CHAK LI LING
IC/Passport No. :
Student ID :
Awards : DIPLOMA IN SCIENCE (INTERNET TECHNOLOGY) WITH MERIT
Senate Date : November 2022

In addition, he/she has also achieved the following:

Achievement
TAR UMT NETWORKING SKILLS COMPETITION, OVERALL CHAMPION WINNER, ACADEMIC YEAR 2022/23
CISCO NETRIDERS CHALLENGE MALAYSIA, 8TH RUNNER-UP ACADEMIC YEAR 2022/23
TAR UMT IMAGINE CUP, GAME DEVELOPMENT (FINALIST), ACADEMIC YEAR 2022/23
CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) CERTIFICATION EXAMINATION, CISCO CERTIFIED NETWORK ASSOCIATE (CCNA), ACADEMIC YEAR 2022/23

Extra-Curricular Activities
None

Talks/Workshop/Activities
CISCO NETRIDERS CHALLENGE MALAYSIA, ACADEMIC YEAR 2022/23
EGENTING PROGRAMMING COMPETITION, ACADEMIC YEAR 2022/23
TAR UMT-INNOTECH360 MOU SIGNING CEREMONY AND LAUNCH OF METAVERSE RESEARCH CENTRE, HELPER, ACADEMIC YEAR 2022/23
CISCO CERTIFIED NETWORK ASSOCIATE (CCNA), CERTIFICATION EXAMINATION, ACADEMIC YEAR 2022/23
TAR UMT NETWORKING SKILLS COMPETITION, ACADEMIC YEAR 2022/23
CISCO NETRIDERS CHALLENGE MALAYSIA, ACADEMIC YEAR 2022/23
TAR UMT IMAGINE CUP, ACADEMIC YEAR 2022/23
PRESENTATION SKILLS, ACADEMIC YEAR 2022/23

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