

POLICY ON ANNUAL PERFORMANCE APPRAISAL

Responsible Officer		The Dean, MAHSA International College, Penang	
Contact Officer		Assistant Manager, Human Resource & Administration	
Associated Documents		Service Rules of VIS Professional Portfolio Sdn Bhd	
Version	Authorization by	Approval Date	Effective Date
1.0	The CEO, MAHSA International College, Penang	1 st August 2025	1 st August 2025

1.0 PREAMBLE

The policy is introduced to institutionalise a fair, transparent, and comprehensive system of performance evaluations for all categories of staff: academic, administrative, and support. The policy draws inspiration from best practices in higher education and aligns itself with both the college's long-term strategic plan and national quality assurance requirements.

By adopting this policy, the College affirms its commitment to:

- Recognising and rewarding excellence,
- Providing constructive feedback for professional growth,
- Ensuring staff contributions are aligned with institutional goals, and
- Fostering a culture of continuous improvement in service to students, stakeholders, and the wider community.

Through structured biannual appraisals, the College seeks to bridge individual aspirations with institutional objectives, creating an environment where every staff member is valued, supported, and empowered to achieve their fullest potential.

2.0 PURPOSE & SCOPE

The purpose of this policy is to establish a structured and transparent system of performance appraisal for all staff within the College. The appraisal process serves as a mechanism to:

Provide regular and constructive feedback on staff performance;

- Align individual performance with the College's vision, mission, and strategic objectives;
- Identify training, Continuing Professional Development (CPD), and career development needs;
- Offer a fair and consistent basis for decisions regarding promotions, increments, contract renewals, and recognition;
- Strengthen accountability and quality assurance in line with the requirements of the Malaysian Qualifications Agency (MQA).

This policy applies to:

- Academic Staff: Full-time and part-time lecturers, senior lecturers, and academic leaders teaching in the College.
- Administrative Staff: Officers and executives involved in management, coordination, and administrative functions.
- Support Staff: Personnel providing technical, clerical, and operational support.
- All staff under permanent, probationary, or contractual employment.

The appraisal system is conducted twice annually and covers both individual contributions and alignment with broader institutional objectives.

3.0 APPRAISAL SCHEDULE

First Appraisal (July–August):

Conducted between staff member and Head of Department (HOD). Focus areas: individual performance, teaching effectiveness, research (where applicable), goals, and developmental needs.

Second Appraisal (November–December):

Conducted between staff member and the Management team. Focus areas: overall performance, contribution to institutional objectives, alignment with College mission and MQA quality requirements.

4.0 APPRAISAL CRITERIA

Performance will be assessed on the following (with a weighting adapted by the staff category):

Academic Staff:

- Teaching & Learning effectiveness (student feedback, peer review, teaching innovation).
- Research, publications, and industry engagement.
- CPD participation (minimum 40 hours annually).
- Contribution to programme development and quality assurance.

Administrative/Support Staff:

- Quality and efficiency of service delivery.
- Achievement of assigned tasks and KPIs.
- Professional conduct and teamwork.
- CPD/training participation.

5.0 APPRAISAL PROCESS

- **Self-Appraisal:** Each staff member completes a self-assessment form prior to the appraisal meeting.
- **First Appraisal:** Meeting with HOD; goals and performance reviewed; developmental needs identified.
- **Second Appraisal:** Meeting with Management; overall performance aligned with

institutional objectives.

- **Feedback & Documentation:** Feedback provided in writing; staff acknowledgement required.
- **Development Plan:** Agreed training/CPD or mentoring activities documented for follow-up.

6.0 OUTCOMES OF APPRAISAL

Performance ratings (e.g., Excellent, Satisfactory, Needs Improvement).

Decisions on:

- Contract renewal or confirmation.
- Annual increments or bonuses (subject to Board approval).
- Promotion recommendations.
- Training and CPD requirements.

7.0 MONITORING & REVIEW

- HR Department to coordinate appraisal cycles, documentation, and reporting.
- Heads of Department responsible for implementation and follow-up actions.
- QA Unit to review appraisal data annually for trends and compliance.
- This policy reviewed every three years or as required by institutional or regulatory needs.

REVIEW

This policy will be reviewed periodically and revised as necessary.

APPROVALS

Version	Authorization by	Approval Date	Effective Date	Sections Modified
1.0	The CEO, MAHSA International College, Penang	August 2025	August 2025	--