

The Development of a New Skills Standard to Produce K-Workers in Malaysia

Aruna Ismail*

Department of Skills Development,
Ministry of Human Resources, Malaysia

George Spottle

Institut Teknik Und Bildung (ITB)
Universitat Bremen, Germany

Ramlee Mustapha

Faculty of Technical and Vocational Education,
Sultan Idris Education University, Malaysia

Jailani Md Yunos

Faculty of Technical and Vocational Education,
Universiti Tun Hussein Onn Malaysia, Malaysia

**Corresponding author: arunafazni_07@yahoo.com*

ABSTRACT

The Malaysian Skills Qualification Framework (MSQF) was formulated to classify skilled qualification that indicates the level of capabilities on competency descriptors. MSQF currently enforces competence-based training approach in skills training which is in line with the National Occupational Skills Standard (NOSS). With the advent of National Dual Training System (NDTS), the existing MSQF may need to be revamped due to new requirements resulting from new orientation toward work process. Thus, the purpose of the study was to analyze the effectiveness of the existing MSQF for MSC shop-floor automotive technicians at level 3 to qualify as knowledge workers (K-workers). The study adopted the interpretive qualitative research design which was premised on the phenomenological method by using interview and observation. For the purpose of data collection, participants selected for this study were those who have more than five years of experience in automotive industry and understand NOSS-based training and NDTS. The data analysis forms the themes and the categories that are useful to develop a new framework to show the relationships that exist among the categories under study. This study found that NOSS standards qualify students with specialized skills which restrict them in carrying out other duties. The work processes are facing challenges especially in fulfilling the industry needs due to technological and work organization changes. Secondly, NDTS based on the work process concept builds upon the business process orientation of new industry and supported by the whole work processes rather than specific or functional units only. Thirdly, based on the research data, the new MSQF for MSC shop-floor automotive technicians at level 3 needs to be characterized in line with the two descriptors that are professional competence (knowledge and skills) and personal competence (social skills and autonomy). It is recommended that the new MSQF should be put in place in order to produce quality K-workers for the automotive industry in Malaysia.

Keywords: Malaysian Skills Qualification Framework, National Occupational Skills Standard, National Dual Training System, shop-floor automotive technicians, Malaysia