

## **Development Micro-Credentials Overview Social Security**

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### **Abstract**

This paper explores the development of micro-credentials for social security. Social security is an important aspect of the welfare system and covers a range of benefits and programs aimed at protecting citizens from financial hardship. However, there is a growing need for upskilling and reskilling in this area due to changes in policy and advancements in technology. Micro-credentials offer an opportunity to meet this demand by providing targeted and flexible education and training programs that can be completed in a shorter amount of time than traditional degree programs. The paper provides an overview of social security, including the types of benefits and programs offered and the challenges faced in the delivery of these services. It then examines the concept of micro-credentials and the different approaches that can be taken to deliver them, including online learning, competency-based education, and digital badges. The benefits and challenges of micro-credentials are discussed, including their potential to provide more targeted and relevant training, enhance employability, and promote lifelong learning, as well as the challenges associated with quality assurance and accreditation. The paper presents a comprehensive approach to delivering micro-credentials for social security in Malaysia, drawing on best practices from other countries and industries. The approach includes identifying the skills and knowledge needed by social security professionals, designing micro-credentials that align with these needs, and partnering with relevant stakeholders to ensure the quality and relevance of the programs. The paper concludes with a discussion of the potential impact of micro-credentials on the social security sector, including the potential to address the skills gap in the workforce and promote

continuous learning and professional development. The paper also highlights the need for further research and development in this area to ensure the sustainability and effectiveness of micro-credentials for social security. Overall, this paper provides a timely and important contribution to the discussion on how micro-credentials can be used to support the development of social security professionals in Malaysia.

**Keywords:** Micro- Credentials, Social Security, SOCSO, UFuture, UiTM.

## **Introduction**

The job market is constantly evolving, and workers need to acquire new skills and knowledge to remain competitive and advance their careers. Micro-credentials, also known as digital badges or nanodegrees, have emerged as a promising solution to meet the demands of a rapidly changing job market. Micro-credentials are short, targeted, and flexible training programs that focus on specific skills and competencies and can be earned quickly and at a lower cost than traditional degrees (Pirkkalainen et al., 2022; Stefaniak & Carey, 2019; Tamoliune et al., 2023; Wheelahan & Moodie, 2021; Xiao & Watson, 2019).

In the context of social security, micro-credentials can provide learners with the skills and knowledge needed to navigate the complex and dynamic landscape of social security. Social security encompasses a wide range of programs, including retirement benefits, disability benefits, healthcare benefits, and unemployment benefits. The complexity of these programs, coupled with the changing needs of the workforce, make it essential for workers to acquire new skills and knowledge to succeed in this field (Tamoliune et al., 2023).

In Malaysia, the government has recognized the importance of social security and has implemented several programs to support workers and their families. However, there is still a need for targeted and flexible training programs that can help workers acquire the skills and knowledge needed to navigate the complex social security landscape (Chek et al., 2019; Ragayah, 2012).

Therefore, the development of micro-credentials in social security can play a vital role in meeting the demands of the job market and supporting the growth and development of the social security industry in Malaysia. This paper will explore the approaches to delivering micro-credentials in social security in UiTM and the benefits and challenges associated with these programs. The paper will also provide recommendations on how UiTM can develop and deliver effective micro-credentials in social security to meet the needs of learners and the industry (Ridzuan et al., 2018; Chek et al., 2018b; Ismail et al., 2019).

## **Overview of Micro- Credentials and Social Security**

Micro-credentials have emerged as a popular way for individuals to acquire new skills and competencies in a flexible and accessible manner. Universiti Teknologi MARA (UiTM) is one of the leading institutions in Malaysia that has embraced micro-credentials to support lifelong learning and professional development for its students and alumni (Ismail et al., 2019; Koper & Tattersall, 2005).

UiTM offers micro-credentials through its Centre for Professional Development and Continuing Education (iCEPS) which aims to provide opportunities for individuals to acquire new skills and competencies that are relevant to the current and future job market. iCEPS offers a wide range of micro-credentials in various disciplines, such as business, accounting, engineering, and information technology, among others (Ridzuan et al., 2018).

UiTM micro-credentials are designed to be flexible and accessible, with most of them delivered through online platforms. The duration of the micro-credentials varies depending on the complexity and depth of the skills and competencies being taught, ranging from a few

weeks to several months. The micro-credentials are also structured in a way that allows learners to progress at their own pace and on their own schedule (Koper & Tattersall, 2005).

UiTM micro-credentials are recognized and endorsed by industry partners, professional associations, and accreditation bodies, ensuring that they meet the high standards of the respective industries and professions. This recognition and endorsement provide learners with a competitive edge in the job market, and employers with the assurance that their employees have acquired the necessary skills and competencies to perform their jobs effectively (Sardi et al., 2016).

UiTM's micro-credentials are a valuable tool for individuals who wish to acquire new skills and competencies, enhance their employability, and advance their careers. The flexible and accessible nature of these micro-credentials, coupled with their industry recognition and endorsement, make them an attractive option for students, alumni, and professionals who seek to stay competitive in the dynamic job market (Jabatan Pendidikan Tinggi, 2017).

Social security is an essential aspect of any society. It provides protection to citizens against social and economic risks such as illness, disability, old age, and unemployment. In Malaysia, the government has taken steps to establish a comprehensive social security system that includes various programs, including retirement benefits, medical care, and unemployment benefits. The Social Security Organization (SOCSO) in Malaysia is the primary agency responsible for administering social security programs. The purpose of this paper is to provide an overview of social security in Malaysia and the development of micro-credentials in this area (Chek et al., 2018a).

The social security system in Malaysia provides protection to citizens against social and economic risks. The Malaysian government has taken steps to establish a comprehensive social security system that includes various programs, including retirement benefits, medical care, and unemployment benefits. The SOCSO in Malaysia is responsible for administering social security programs. It offers several social security schemes that are available to Malaysian citizens and permanent residents. These schemes include the Employment Injury Scheme, Invalidity Scheme, and Death Scheme, which provide coverage for work-related injuries, disabilities, and death (Hashim & Muhammad, 2013).

### **Development Micro- Credentials of Overview Social Security**

The Malaysian government has recognized the need for individuals to have specific skills and knowledge in social security. As a result, micro-credentials in this area have been developed to provide professionals with the necessary skills and knowledge to work in the field of social security. One example of a micro-credential in UiTM is an Overview of Social Security course. This course is designed for individuals who work in the field of social security or are interested in pursuing a career in this area. The course covers topics such as social security legislation, benefits, and current issues on social security management (Wheelahan & Moodie, 2021).

Micro-credentials are becoming an increasingly popular option for individuals looking to enhance their skills and knowledge in specific areas. These credentials are designed to provide focused, flexible learning opportunities that can be completed quickly, and are often offered online. The process of developing micro-credentials can vary depending on the intended audience, subject matter, and desired learning outcomes. In this article, we'll explore the general process of developing micro-credentials (Tamoliune et al., 2023).

### Identify the Audience and Learning Outcomes

The first step in developing micro-credentials is to identify the target audience and the desired learning outcomes. This involves understanding who the learners are, what they need to learn, and how they will apply their knowledge in their work or personal lives. Learning outcomes should be specific, measurable, and achievable within a reasonable timeframe.

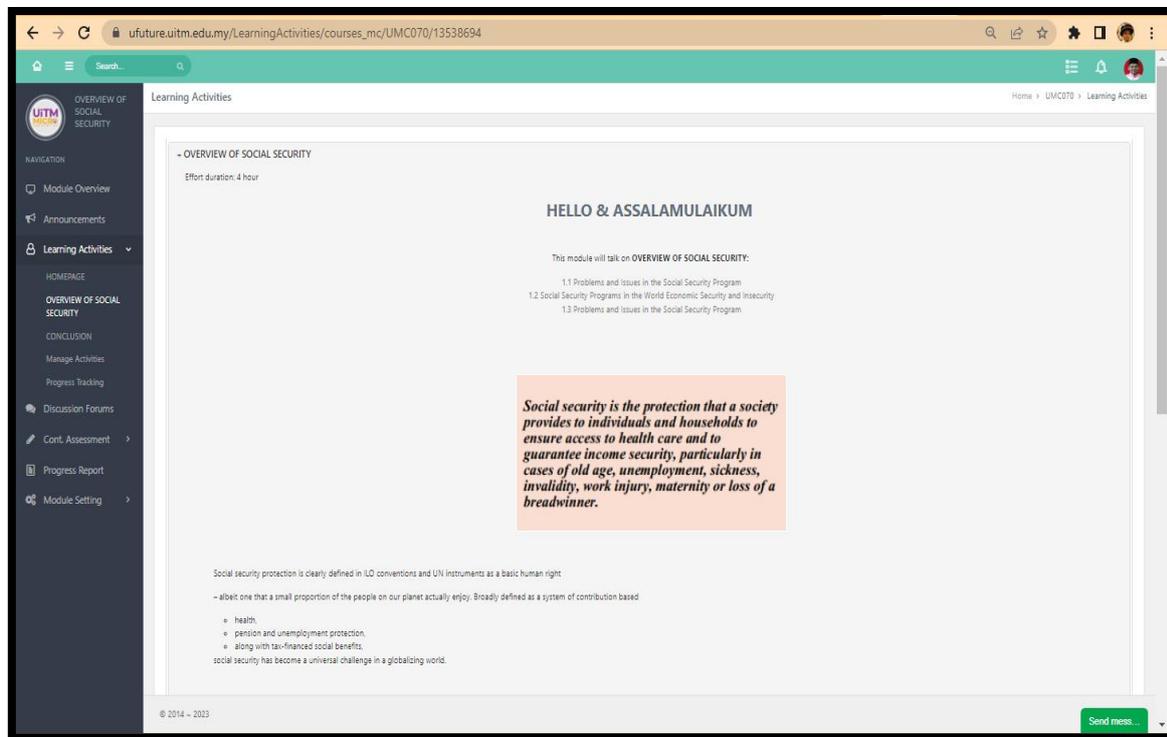


Figure 1: Learning Outcomes

### Define the Curriculum

Once the learning outcomes have been established, the curriculum for the micro-credential program can be defined. This involves identifying the specific topics and skills that will be covered in the program. Curriculum development should be guided by the desired learning outcomes and should be organized in a logical and coherent manner.

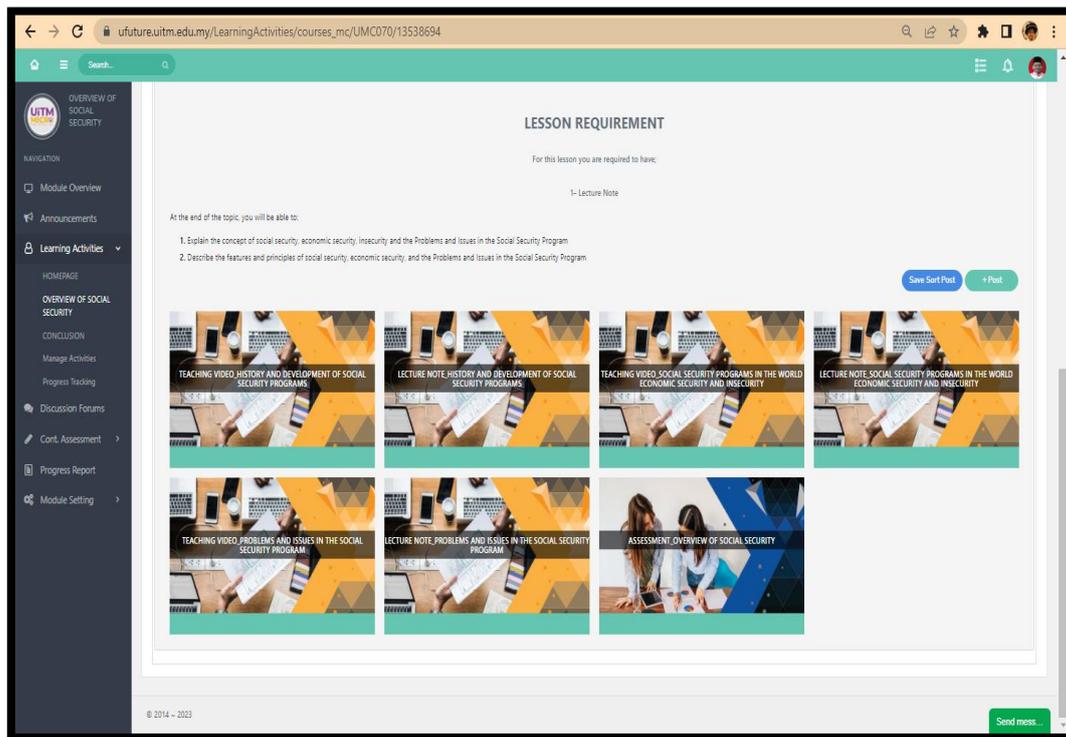


Figure 2: Lesson Requirement as defined by Curriculum

### *Determine the Assessment Methods*

Assessment is an essential component of micro-credentials. The assessment methods should be aligned with the learning outcomes and the curriculum. The assessments should be designed to evaluate the learners' knowledge and skills in a specific area. The assessments should also be designed to be efficient and effective, allowing learners to demonstrate their mastery of the material in a short amount of time.

### *Design the Learning Activities*

The learning activities should be designed to help learners achieve the learning outcomes and to prepare them for the assessments. The learning activities can take many forms, including videos, simulations, interactive exercises, and case studies. The activities should be engaging, relevant, and aligned with the learning outcomes and curriculum.

### *Develop the Credentials*

Once the curriculum, assessments, and learning activities have been developed, the micro-credentials can be created. Micro-credentials can take many forms, including badges, certificates, and digital credentials. The micro-credential should include the name of the program, the name of the credential, the organization that issued the credential, and the date the credential was earned.

### *Launch and Evaluate the Program*

After the micro-credentials have been developed, the program can be launched. It's essential to evaluate the program's effectiveness, including the learning outcomes, the assessments, and the learning activities. Feedback from learners can be used to refine the program and improve its effectiveness.

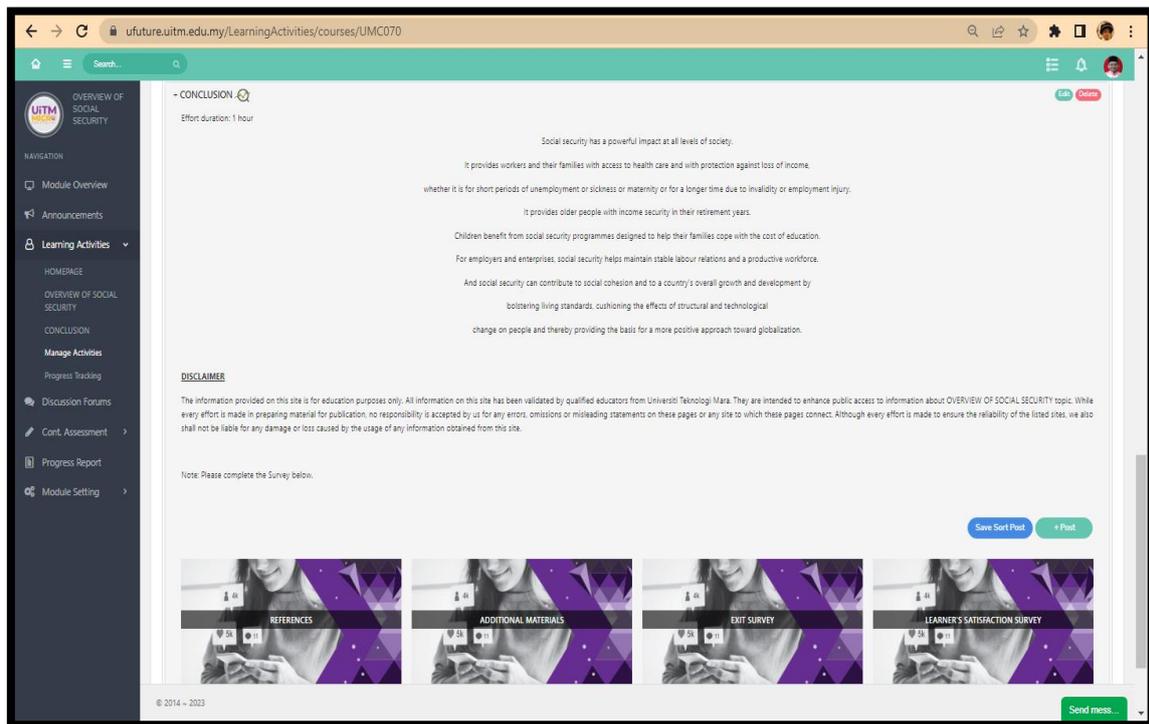


Figure 3: Student Evaluation

The process of developing micro-credentials involves identifying the audience, defining the learning outcomes, developing the curriculum, determining the assessment methods, designing the learning activities, and developing the credentials. Micro-credentials are an effective way to provide targeted, flexible learning opportunities that can help learners develop specific skills and knowledge in a short amount of time. As the demand for micro-credentials continues to grow, it's essential to develop high-quality programs that align with the needs of learners and the workforce (Jabatan Pendidikan Tinggi, 2017).

The development of micro-credentials in social security is a positive step towards improving the social security system. These micro-credentials provide individuals with the skills and knowledge they need to work in the field of social security and to provide better services to citizens. As the demand for social security services continues to increase, the development of more micro-credentials in this area will be essential. The government should also encourage more professionals to take up these micro-credentials to enhance the quality of social security services in the country (SOCISO, 2021).

### Approaches to Delivering Micro-Credentials for Social Security

There are several approaches to delivering micro-credentials for social security in UiTM, each with its own advantages and disadvantages. Here are some of the most comprehensive approaches (Ismail et al., 2019)

#### Online courses

UiTM can offer online courses for micro-credentials in social security. These courses can be accessed from anywhere with an internet connection and can be self-paced or instructor-led. Online courses include video lectures, readings, assignments, and assessments via accessing official UiTM Micro- Credentials platform:

<https://ufuture.uitm.edu.my/courses/overview/UMC070>

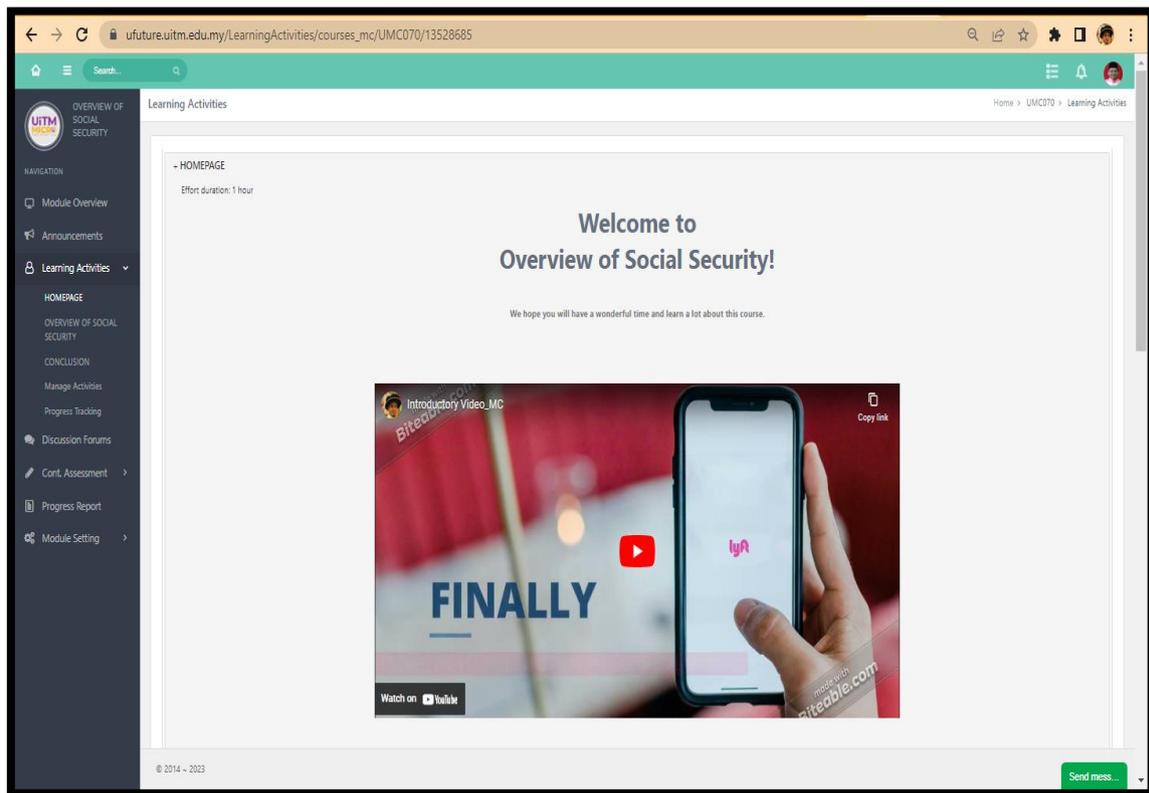


Figure 4: Homepage of Overview Social Security

### *Collaborative Learning*

UiTM facilitate collaborative learning among students to deliver micro-credentials. Students can work together on projects or assignments to develop and demonstrate their skills and competencies. Collaborative learning can be facilitated through online platforms or in-person meetings and can promote teamwork, communication, and problem-solving skills (Spyropoulou et al., 2015).

### *Badging and Certification*

UiTM award micro-credentials in the form of digital badges or certificates. These credentials provide evidence of the skills and competencies acquired and can be recognized by employers, industry associations, and other stakeholders. UiTM work with relevant industry associations and employers to ensure that the micro-credentials are recognized and valued (Koper & Tattersall, 2005).

Progress Tracking

Progress by LA | Summary of Tracking by Students

Learning Activities (LA) : \* OVERVIEW OF SOCIAL SECURITY

Indicator :  
 ● Completed  
 ● In Progress  
 ● Not Started

Student ID	LECTURE NOT L. Social Security -	LECTURE NOT L. Social Security -	Assessment Overview of S-	Learning Video, History and Lec-	LECTURE NOT L. History and Lec-	LECTURE NOT L. Social Security -	LECTURE NOT L. Problems and I.
'AFIF EIZAZ BIN SAIFUL YAZAN (2020460654)	●	●	●	●	●	●	●
'AFIF EIZAZ BIN SAIFUL YAZAN (2020460654)	●	●	●	●	●	●	●
ABSARINA BATRI SYIA BINTI MOHD ZAID (2020610226)	●	●	●	●	●	●	●
ADAM AQL BIN RAZALI (2020824502)	●	●	●	●	●	●	●
AFIQAH AIN BINTI KU DAUD (2020469588)	●	●	●	●	●	●	●
AFRIENA IZZATY BINTI MOHD AZEAN AFFENDI (2020829286)	●	●	●	●	●	●	●
AHMAD HAZIQ BIN ABDOL RASHID (2020464802)	●	●	●	●	●	●	●

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Figure 5: Tracking System for Certification

Overall, a combination of approaches may be necessary to ensure that UiTM's micro-credentials for social security are comprehensive and effective. UiTM can also work with industry experts, employers, and relevant stakeholders to develop and deliver micro-credentials that meet the needs of learners and the industry. Additionally, UiTM can establish standards and quality assurance mechanisms to ensure that the micro-credentials are credible and recognized by employers and industry associations (Pirkkalainen et al., 2022).

### Benefits and Challenges of Developing Micro- Credentials Overview Social Security

Micro-credentials offer several benefits and challenges when it comes to training and development for social security. Here are some of the key benefits and challenges of micro-credentials for social security. The benefits of developing micro-credentials Overview Social Security as follows (Tamoliune et al., 2023)

#### Targeted skill development

Micro-credentials allow learners to focus on specific skills and competencies that are relevant to their job or career path. This targeted approach to training can help learners acquire the knowledge and skills they need to succeed in their current or future roles.

#### Flexible learning

Micro-credentials are often delivered through online courses or workshops, which allow learners to complete training on their own schedule and at their own pace. This flexibility can be particularly beneficial for individuals who have work or family obligations that make attending traditional classes difficult.

### *Improved employability*

Micro-credentials can be recognized by employers and industry associations as evidence of a learner's skills and competencies. This recognition can enhance a learner's employability and career prospects.

### *Stackable credentials*

Micro-credentials can be combined to form a larger qualification, such as a certificate or degree. This stackable approach allows learners to build on their existing knowledge and skills and to pursue a more comprehensive credential over time.

These are challenges of developing micro-credentials Overview Social Security such as (Stefaniak & Carey, 2019)

### *Standardization and quality assurance*

With the proliferation of micro-credentials, there is a need for standardization and quality assurance to ensure that the credentials are credible and recognized by employers and industry associations.

### *Accreditation and recognition*

The recognition of micro-credentials by employers and industry associations can be a challenge, as there may not be established standards or recognition mechanisms in place.

### *Cost*

Micro-credentials can be more expensive on a per-unit basis than traditional courses or training programs, which can be a barrier to access for some learners.

### *Limited depth and breadth*

Micro-credentials focus on specific skills and competencies and may not provide the same depth and breadth of knowledge as traditional courses or training programs.

Micro-credentials offer several benefits and challenges when it comes to training and development for social security. While micro-credentials can provide targeted skill development and flexible learning, challenges remain in terms of standardization, recognition, cost, and depth and breadth of knowledge.

## **Conclusion and Recommendation**

In conclusion, the development of micro-credentials in social security is an important step towards meeting the demands of a rapidly changing job market. Micro-credentials can provide learners with targeted, flexible, and cost-effective training that can lead to improved employability and career advancement. Additionally, micro-credentials can benefit employers by providing them with a pool of skilled workers who can adapt to changing workplace demands (Wang & Xu, 2016).

In UiTM, a comprehensive approach to delivering micro-credentials for social security can include a range of methods, such as online courses, workshops and seminars, collaborative learning, stackable credentials, and badging and certification. Each approach has its own advantages and disadvantages, and a combination of methods may be necessary to ensure that the micro-credentials are effective and meet the needs of learners and the industry (Sardi et al., 2016).

To ensure the success of micro-credentials in social security, UiTM can work with relevant stakeholders, including industry associations, employers, and learners, to develop

and deliver high-quality micro-credentials. UiTM can also establish standards and quality assurance mechanisms to ensure that the micro-credentials are credible and recognized by employers and industry associations. Additionally, UiTM can leverage technology to deliver micro-credentials in a flexible and accessible manner, ensuring that learners can access training anytime and anywhere (Aziz, 2018).

Overall, the development of micro-credentials in social security is an important step towards meeting the demands of a rapidly changing job market. UiTM has the potential to play a leading role in this area, providing learners with targeted, flexible, and cost-effective training that can lead to improved employability and career advancement. By leveraging technology and working with relevant stakeholders, UiTM can ensure that its micro-credentials in social security are comprehensive, effective, and meet the needs of learners and the industry (Ismail et al., 2019).

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