PROGRAMME BOOK

PCF 8
PAN-COMMONWEALTH FORUM

OPEN, ONLINE AND
FLEXIBLE LEARNING:
THE KEY TO
SUSTAINABLE
DEVELOPMENT

27 - 30 NOVEMBER 2016
KUALA LUMPUR CONVENTION CENTRE

Supported by:

PCF8
PAN-COMMONWEALTH FORUM

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PCF8
PAN-COMMONWEALTH FORUM

FOREWORDS & WELCOME MESSAGES

"The amalgamation of education and technology has inspired a greater sense of urgency to ensure accessibility, equality, inclusiveness and effectiveness in educational delivery."

As we seek to achieve our national aspirations and economic success, education is the key to realise these as only through education can individuals and communities become empowered with knowledge and skills to create a better future.

From the landmark Razak Report 1956 that transformed the nation's post-independence education system to more contemporary plans and blueprints over the last two decades, Malaysia's own efforts in the past 60 years have demonstrated our continuous emphasis on education as the bedrock of the nation's development.

Today, with countless breakthroughs in innovative and sophisticated technology, education has become even more crucial. How education is delivered, the content and methods involved, how people of various backgrounds can obtain education, are all areas that must progress in tandem with our increasingly technology-led world.

Importantly, the amalgamation of education and technology has inspired a greater sense of urgency to ensure accessibility, equality, inclusiveness and effectiveness in educational delivery. These are issues that must be addressed in order to see tangible results in sustainable development initiatives throughout the globe.

The 8th Pan-Commonwealth Forum on Open Learning (PCF8) with its theme of, "Open, Online and Flexible Learning: The Key to Sustainable Development", is a timely and relevant conference that will showcase a wealth of knowledge in areas that will benefit all educational practitioners and stakeholders, governments, individuals as well as communities from all Commonwealth nations.

I thank Commonwealth of Learning (COL) for entrusting Open University Malaysia (OUM) with the responsibility of co-hosting this esteemed conference in our capital city of Kuala Lumpur. Malaysia warmly welcomes our international visitors and it is my fervent hope that PCF8 will serve as a platform that will allow all local and international participants to learn, share, exchange and collaborate in open, online and flexible learning for the betterment of all of us under the Commonwealth emblem.

YAB DATO' SRI MOHD NAJIB TUN HAJI ABDUL RAZAK
Prime Minister of Malaysia

"We cannot confine learning to classrooms any more, it is time to break the walls and set our minds free to embrace more technologically advanced ways of acquiring knowledge."

Selamat Datang to all participants of PCF8! On behalf of the Ministry of Higher Education, I would like to commend Open University Malaysia for hosting this significant meeting of minds in the area of flexible learning. Thank you to the Commonwealth of Learning for giving a Malaysian university the honour of holding this international gathering of experts.

Only an educated population can provide the type of skilled labour that is necessary for industrial development and economic growth. We are seeing an increasing demand for tertiary education, with more people realising that it will enable them to not only move themselves out of poverty but also attain a reasonable standard of living. We also see a need to widen access to higher education for learners who are unable to further their studies due to lack of funds or opportunities in their country.

However, it is not possible for countries to go on building more and more universities to cope with this mounting demand. There is only one way to sufficiently and cost-effectively widen access for this impending avalanche of additional learners and that is through flexible education.

Malaysia has a workforce of 13 million who need continuous education and training in order to become capable and competitive enough not only for the home turf but also the global arena. There are millions of working adults but it is not going to be possible for them to halt their jobs in order to get a qualification. They need to be able to work and study at the same time so that their routine is not disrupted and still pursue economic and social mobility. This is where flexible learning, which is the focus of this Forum, plays a crucial role.

This Forum presents an excellent platform for local and international education practitioners and providers to discuss how countries can pursue sustainable development by embracing this practical mode of education. We cannot confine learning to classrooms anymore, it is time to break the walls and set our minds free to embrace more technologically advanced ways of acquiring knowledge.

It is my sincere hope that all the participants of this Forum will come away with ideas on how flexible learning can be employed successfully for the growth of their nation.

Thank you in advance to all participants for freely expressing and sharing your knowledge and I hope our international participants will take the time to savour the sights and scenes of our country.

YB DATO' SERI IDRIS JUSOH
Minister of Higher Education, Malaysia

It is with great pleasure that I welcome you to PCF8. The theme, "Open, Online and Flexible Learning: The Key to Sustainable Development," could not be timelier. Last year, the global community adopted the Sustainable Development Goals and as governments try to promote inclusive and equitable quality education and lifelong learning for all by 2030, we will find that the role of open, online and flexible learning will become more important than ever before.

Massive Open Online Courses (MOOCs) are a form of distance and online learning that have made it possible to connect the world in a common classroom. MOOCs are a bridge between campus and distance learning institutions, between the world of higher education and skills development, and between the developed and developing worlds.

Even today, 60% of the world is still not connected to the Internet. How then can MOOCs bridge the digital divide? To expand access to learning, COL has developed MOOCs for Development (MOO4D), using a blended model that delivers content in low bandwidth situations including on basic mobile phones. Many institutions in developing countries have created innovations for reaching the unreached and PCFs provide a platform for sharing and collaboration.

Today, the big issues in higher education are quality, leadership, social inclusion and use of appropriate information communication technologies. This Forum brings together leaders, advocates and practitioners of open and technology-enabled learning from around the world, many of whom have developed their own solutions to local challenges.

COL's mission is to help Commonwealth member states and institutions use technologies for expanding access to quality education and training. We believe that learning is the key to sustainable development and should lead to economic growth, social inclusion and environmental conservation. Learning can empower citizens to take greater responsibility for their own well-being and that of their societies and environment. We sincerely hope that PCF8 will contribute to our collective efforts of advancing this agenda.

PROF DR ASHA KANWAR
President & CEO
Commonwealth of Learning

I am delighted to welcome all participants to PCF8. It is an honour and a privilege for OUM to be co-hosting this important Forum with the Commonwealth of Learning (COL).

As one of the highlights in the calendar of all open and distance learning (ODL) stakeholders throughout the world, this triennial forum presents a unique opportunity for the exchange of knowledge, ideas and trends in the area of open, online and flexible learning.

That ODL is an instrumental alternative approach to higher education is no longer a novel idea. Today, ODL has taken a step further into the broader sphere of lifelong learning. This means that while ODL has been crucial in providing universal and democratic access to university education, now it is increasingly acknowledged as a catalyst to all forms of learning, whether involving young children, university graduates, members of the labour force or even retirees.

PCF8 hopes to reinforce the notion that ODL has an essential role to play in encouraging sustainability across all human initiatives – be it for creating inclusive socio–economic opportunities, striving for national progress, or enriching livelihoods.

With nearly a third of the global population falling under the Commonwealth emblem, the 53 nation states and all corresponding ODL stakeholders can gain from a wealth of opportunities and ideas at this Forum. I believe PCF8 has the potential to realise far-reaching aspirations for the entire ODL community.

I sincerely hope that all speakers and participants will gain valuable insight from the packed four-day programme that features keynote addresses, parallel sessions, country showcases and other engaging activities.

I would like to thank COL for entrusting OUM with the role of co-host and for the guidance and support given throughout the organisation of this Forum.

Lastly, I wish all delegates fruitful deliberations and a wonderful stay in Kuala Lumpur.

PROF DATO' DR MANSOR FADZIL
President/Vice-Chancellor
Open University Malaysia

On behalf of the Organising Committee, I am delighted to welcome all delegates to Kuala Lumpur for PCF8.

We are honoured to have been given this special opportunity to co-host the eighth edition of this Forum with COL. The venue of this esteemed Forum, the Kuala Lumpur Convention Centre, has been specifically chosen as one that will guarantee a pleasant and successful event amidst the modern, scenic and uniquely Asian backdrop of our capital city.

This Forum is customarily held as a joint effort between COL and one partnering institution within the Commonwealth. The Forum is unique in that it focuses on open, online and flexible learning to widen educational access, bridge the digital divide and advance the social and economic development of communities and nations.

As the co-host, we are committed towards ensuring that all participants will have an enjoyable stay in Malaysia. As a member of the Commonwealth of Nations, we would like to learn from our counterparts and share experiences in issues of common interest, in particular those directly related to the theme of this Forum, i.e. "Open, Online and Flexible Learning: The Key to Sustainable Development".

I hope the discussions, presentations and exhibitions will be relevant and invaluable to all the delegates. Ultimately, what we will share and exchange over the next few days can hopefully translate into renewed enthusiasm to further the reach of ODL in all respective institutions, countries and regions.

I would like to thank COL for entrusting OUM with the responsibility of organising PCF8. I would also like to express my appreciation to the Organising Committee for its tireless commitment and dedication to ensure the smooth running of this Forum. From the team in Burnaby, Canada, which provided valuable advice, guidance and support to the various individuals at OUM who devoted many months to this Forum, thank you for all your collective efforts.

I am certain that through this international collaborative spirit, we can all look forward to a fruitful and enlightening exchange of ideas.

PROF RAMLI BAHROOM
Conference Chairman
Vice President (Finance & Planning)
Open University Malaysia

PCF8

PAN-COMMONWEALTH FORUM

ORGANISERS

Commonwealth of Learning

The Commonwealth of Learning (COL) is an intergovernmental organisation created by Commonwealth Heads of Government to promote the development and sharing of open learning and distance education knowledge, resources and technologies.

Hosted by the Government of Canada and headquartered in Burnaby, British Columbia, Canada, COL is the world's only intergovernmental organisation solely concerned with the promotion and development of distance education and open learning. COL is helping developing nations improve access to quality education and training.

The Commonwealth is a voluntary association of more than 50 independent sovereign states, which provide support to each other, and work together toward international goals. The Commonwealth is described as a "family" of nations, originally linked together in the British Empire, and now building on their common heritage in language, culture and education, which enables them to work together in an atmosphere of greater trust and understanding than generally prevails among nations.

Member Countries

Countries by region

Africa

Botswana
Cameroon
Ghana
Kenya
Lesotho
Malawi
Mauritius
Mozambique
Namibia
Nigeria
Rwanda
Seychelles
Sierra Leone
South Africa
Swaziland
Tanzania
Uganda
Zambia

Asia

Bangladesh
Brunei Darussalam
India
Malaysia
Pakistan
Singapore
Sri Lanka

Caribbean & Americas

Antigua and Barbuda
Bahamas
Barbados
Belize
Canada
Dominica
Grenada
Guyana
Jamaica
St Kitts and Nevis
Saint Lucia
St Vincent and The Grenadines
Trinidad and Tobago

Europe

Cyprus
Malta
United Kingdom

Pacific

Australia
Fiji
Kiribati
Nauru
New Zealand
Papua New Guinea
Samoa
Solomon Islands
Tonga
Tuvalu
Vanuatu

Open University Malaysia

Open University Malaysia (OUM) is Malaysia's leading open and distance learning (ODL) institution that was established in 2000 with the aim of democratising higher education.

Although it is owned by a consortium of 11 public universities, OUM functions as a private institution of higher learning, offering a gamut of programmes from IT & engineering to the arts & social sciences, business & management and science & technology.

The University provides higher education opportunities to those who cannot enter conventional full-time colleges or universities due to personal or financial constraints by making its programmes flexible, accessible and affordable.

The ODL mode is specifically targeted at working adults who need to manage their careers and families but at the same time wish to upgrade their qualifications for career growth or professional development.

The provision of quality education, augmented by rigorous efforts to improve its delivery and management systems, is the hallmark of OUM's success. By benchmarking against more established ODL institutions worldwide and adopting their best practices, the University emphasises learner-centredness, providing learners with programmes, services and facilities which help them to excel.

Learners are able to take charge of their studies through the use of an online learning management system called myINSPIRE. They can manage their studies, access learning resources and take part in online forums with their tutors and course mates to increase their understanding of the courses taken.

With a cumulative intake of more than 150,000 learners, they come from diverse backgrounds, such as teachers, nurses, uniformed personnel, entrepreneurs, corporate executives, prison inmates and even celebrities. The University has to date, produced close to 73,000 graduates.

OPEN UNIVERSITY MALAYSIA:
LEARNING CENTRES
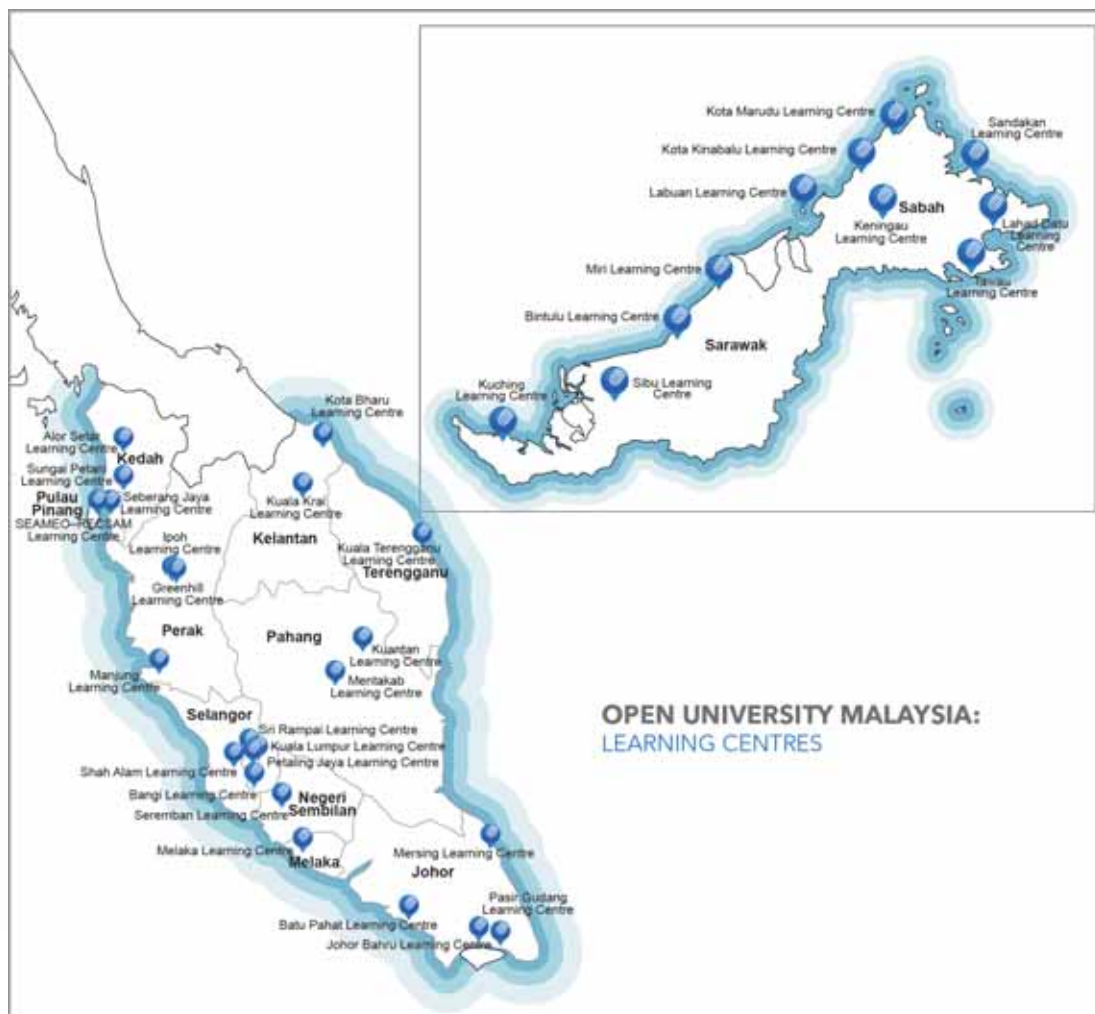
Through strategic collaborations with foreign partners, OUM now has learning centres in 11 other countries – Yemen, Bahrain, Hungary, Zambia, Somalia, Ghana, Sri Lanka, Mauritius, Maldives, Vietnam and Bangladesh.

At the international level, OUM was instrumental in developing the National Centre for e-Learning in Riyadh for Saudi Arabia's Ministry of Higher Education, as well as e-learning systems for several local and international institutions of higher learning such as the University of Science and Technology (USTY) in Yemen; Villa College in Maldives; and Universitas Trisakti in Indonesia.

OUM's commitment to quality and excellence has earned it awards both locally and internationally. Among them were the Industry Excellence Award (Services) from the Ministry of International Trade and Industry (MITI) for outstanding business practices and service excellence and the Putra Brand Award (Education and Learning).

Internationally, OUM won another accolade at the 2015 World Class Global Performance Excellence Awards (GPEA), that was held in China last year. This is testament to OUM's commitment in providing quality education for everyone through its innovative and flexible mode of delivery.

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Market Exchange
Assoc Prof Dr Ahmad Izanee Awang

THEME

Open, Online and Flexible Learning:
The Key to Sustainable Development

discussion audio teaching webminars computer-based peer
worldwide policy educators assessment
online text podcasts material courseware source video **open**
educational multimedia flexible
group students streaming data
tutorials documents

SUB-THEMES

Access and Inclusion

The focus of this sub-theme is on improving access to educational opportunities and promoting inclusion at all levels; ways of improving access by looking at approaches like e-learning, MOOCs; and public-private partnerships. It also delves into the use of open, distance and blended learning for development; new models of increasing access and providing equitable educational opportunities; analysis of the effect of equity/inequity on development; and examples of policies for improving equity.

Efficiency and Effectiveness

This sub-theme addresses the issue of how ODL helps countries and institutions to achieve positive learning outcomes at reduced cost. Focus is also given to costing models and comparative studies of different delivery technologies and methods; and the organisational developments needed to create sustainable open, online and flexible learning systems in institutions. These include different funding models and mechanisms for open education besides exploring new business models for institutions using open, online and flexible learning for skills development.

CONFERENCE THEME AND SUB-THEMES

SUB-THEMES

Quality and Equity in Learning

This sub-theme focuses on improving the quality of educational opportunities at all levels and sectors; quality assurance frameworks, accreditation, certification, benchmarking, rankings etc.; quality models and examples; and learning achievements and outcomes as measures of quality.

Technology and Innovation

This sub-theme focuses on the use of appropriate technology and innovations in teaching and learning, including new approaches such as flipped classrooms, learning analytics, mobile learning, MOOCs and collaborative work; research and development of new applications for improving open, online and flexible learning environments. Successes and pitfalls in the use of technology for learning are also discussed to see what works, where, why and how, particularly for students and faculties that use media and technology, including Open Educational Resources.

PCF8
PAN-COMMONWEALTH FORUM

PRE-CONFERENCE ACTIVITIES

Online Forums

Overview

Online forums were meant to engage the global public with the four sub-themes of PCF8 prior to the event. This approach was more of a broadcast character, and was not concerned with creating another set of discussion groups. The idea was to get a good sense of what the global community, in contrast to a community of practice, considered as important concerns in relation to each idea that is presented as a PCF8 sub-theme.

These online events ran in sequence for four weeks. After a gap of 15 days, the second topic was taken up for online conferencing. The online forums were moderated by chief moderators who are renowned experts in the fields and were assisted by facilitators from COL and OUM.

Sub-theme	Moderator	Facilitators
Efficiency and Effectiveness	Dr Janet Welch University of Alberta, Canada	Dr K Balasubramanian (COL) Dr Jessica Aguti (COL) Prof Dr Zakaria Ismail (OUM) Assoc Prof Dr Abdul Wahab Abdul Ghani (OUM)
Access and Inclusion	Dr Leigh-Anne Perryman Open University, UK	Mr John Lesperance (COL) Dr Alison Mead Richardson (COL) Prof Dr Widad Othman (OUM) Prof Dr Ghazali Mohayidin (OUM)
Quality and Equity in Learning	Dr Ephraim Mhlanga South African Institute of Distance Education, South Africa	Dr Godson Gatsha (COL) Dr Johan Hendrikz (COL) Prof Dr Siti Aishah Hashim Ali (OUM) Assoc Prof Dr Safiah Md Yusof (OUM)
Technology and Innovation	Prof Mohamed Ally Athabasca University, Canada	Dr Sanjaya Mishra (COL) Ms Rosanne Wong (COL) Assoc Prof Dr Nantha Kumar Subramaniam (OUM) Prof Dr Lim Tick Meng (OUM)

The online forums were hosted at *http://pcf8forum.col.org/*.

Sub-theme	Start date	End date
Efficiency and Effectiveness	1 April 2016	30 April 2016
Access and Inclusion	15 May 2016	15 June 2016
Quality and Equity in Learning	1 July 2016	30 July 2016
Technology and Innovation	15 August 2016	15 September 2016

The online forums had good discussions, deliberations and reflections that paved the way for innovative ideas and directions on the sub-themes. The summary of the discussions will be presented during the opening session of PCF8.

PRE-CONFERENCE ACTIVITIES

Face-to-Face Workshops

The face-to-face workshops are organised by COL and OUM. These workshops are designed to give participants a chance to explore and learn about the content covered. THREE workshops will be conducted at the OUM main campus with a limited number of participants. The planned workshops are elaborated below.

WORKSHOP 1:

Do-It-Yourself (DIY) Android App Development -
Hands-on Workshop on MIT App Inventor2
24 – 26 November 2016

Workshop Overview

The Android operating system (OS) is arguably dominating the modern-day smartphone and tablet market. Traditionally, Android app development is a highly specialised field reserved only for software engineers and programmers. However, the concept of visual programming has democratised this space, allowing non-programmers to build powerful applications using logical building blocks. The App Inventor (AI2) platform developed by the Massachusetts Institute of Technology (MIT) is the leading visual app development platform using the concept of visual programming. It harnesses the power of Google to provide a robust solution for customised app development for the Android OS. This workshop is specifically designed to focus on some basic and intermediate concepts of Android app development on the AI2 platform. This workshop will also provide the participants a solid foundation to develop more complex apps in the future.

Facilitator

The workshop is facilitated by **Dr Ishan Abeywardena**. Dr Abeywardena joined COL on 1 January 2016 as Adviser, Open Education Resources. Dr Abeywardena comes to COL from the Open University of Sri Lanka (OUSL), where he was Director of International Academic Relations and Acting Director, National Online Distance Education Service (NODES). He has successfully conducted several workshops on the topic at the Sukhothai Thammathirat Open University (STOU), Thailand; the Open University of Hong Kong (OUHK); the OUSL and the Commonwealth Educational Media Centre for Asia (CEMCA), India. Dr Abeywardena had won best paper awards in 2010, 2011 and 2012 during the Asian Association of Open Universities (AAOU) annual conferences. He also won the Celcom League of Extraordinary Developers Mini Challenge in BlackBerry Playbook device programming in Penang in 2011.

WORKSHOP 2:

Developing Search Applications Using Open Source Enterprise Search Platform
25 – 26 November 2016

Workshop Overview

With fast-growing technologies such as social media, cloud computing and mobile applications as well as big and small data, information has become an important commodity. One of the main challenges is handling the massive volume of data produced and consumed by a huge, global user base. It is important to be able to quickly search through content and discover meaning in it. This technical workshop is specifically designed to focus on some basic and intermediate concepts of developing search applications using Apache Solr. A number of issues exist that make a seemingly basic feature of a search application hard to implement without a specialised approach. But with a search engine like Solr, these features come out of the box and are easy to implement. The workshop will provide balanced conceptual discussion with practical examples to show how Solr-based search engines are implemented.

Facilitator

The workshop facilitator, **Assoc Prof Dr Nantha Kumar Subramaniam**, is the head at Institute for Learning Technology, OUM. Prior to that, he was the Dean at Faculty of Information Technology & Multimedia Communication, OUM. Dr Nantha won the Young Innovator Awards (2011, 2012, 2014) from Asian Association of Open Universities (AAOU) and the Southeast Asian Ministers of Education Organization (SEAMEO)-Jasper Research Award (2008, 2012). Dr Nantha is also the recipient of the Best Open Courseware (OCW) Award – awarded during the International University Carnival on E-Learning 2016 (IUCEL 2016), organised by Ministry of Higher Education of Malaysia, Malaysian e-Learning Council for Public Universities and Higher Education Leadership Academic and the finalist for the MSC Malaysia Asia Pacific ICT Awards (MSC Malaysia APICTA) for the "Best of e-Learning" category.

WORKSHOP 3:

Designing an Engaging Online Course in Moodle Cloud

25 - 26 November 2016

Workshop Overview

The progress of online learning has made a significant impact on the learning approach. Teachers and learners can reciprocally interact with each other anywhere, anytime. The content, which is in digital format, can be easily disseminated via the learning management system. The facilitator can creatively package the content together with learning objectives, tasks and resources and lay them out in a personalised learning environment. The workshop focuses on the design and development of lessons that cater to blended and fully online learning. The workshop will also explore all the main features of Moodle Cloud in order to create a highly interactive lesson for better learner engagement in their learning process. Moodle Cloud from Moodle is robust, easy to use and allows instructors to start creating online courses out of the box.

Facilitator

The workshop is conducted by **Dr Zahari Hamidon** who is currently a Senior Lecturer at Institute for Learning Technology, OUM. He is active in designing and practising e-learning activities for MOOC-based courses using the Open Learning platform. He was a judge and mentor for the Pro-Digital Animation Challenge organised by Authority for the Info-Communications Technology Industry of Brunei Darussalam (AITI). He is also a mentor and facilitator for the Asian-Pacific Broadcasting Union (ABU)-Teen Digista Project by Radio Television Brunei (RTB) to facilitate Brunei's ABU participants in producing digital animation to be broadcasted in the ABU Programme.

PCF8

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CONFERENCE ACTIVITIES

Inaugural Session

All participants are invited to attend the Inaugural Session of PCF8 on Open Learning.

OUM President/Vice-Chancellor, Prof Dato' Dr Mansor Fadzil, will welcome participants to the Forum. He will also introduce the participants to the Inaugural Session and the Asa Briggs Lecture, which will be given by Sir John Daniel, OC, the Former President and CEO of COL and a prominent member of the Commonwealth ODL community.

Prof Dr Asha Kanwar, President and CEO of COL, will share highlights of the Online Forums held from April to September 2016 when the global ODL community discussed and debated the PCF8 sub-themes.

Former President and CEO of COL, Tan Sri Emeritus Prof Dr Gajaraj Dhanarajan will set the scene for PCF8 by providing insight into the history of the Pan-Commonwealth Forum.

Asa Briggs Lecture

Re-drawing the Map of Learning

Speaker: Sir John Daniel, OC
(Former President and CEO, COL)

Sir John Daniel was educated at Christ's Hospital and pursued his full-time university studies in Metallurgy at the universities of Oxford and Paris. Later, he demonstrated his commitment to lifelong learning by taking 25 years to complete a part-time Master's degree in Educational Technology at Concordia University. The internship for that programme, which took him to the UK Open University in 1972, was a life-changing experience. He saw the future of higher education and wanted to be a part of it.

This quest took him on an international odyssey with appointments at the École Polytechnique, Université de Montréal (professeur assistant/agrégé, 1969-73); Télé-université, Université du Québec (Directeur des Études, 1973-77); Athabasca University (Vice-President for Learning Services, 1978-80); Concordia University (Vice-Rector, Academic, 1980-84); Laurentian University (President/Recteur, 1984-90); The Open University (Vice-Chancellor, 1990-2001); UNESCO (Assistant Director-General for Education, 2001-04); and the Commonwealth of Learning (President, 2004-12).

Sir John's non-executive appointments have included the presidencies of the International Council for Open and Distance Education, the Canadian Association for Distance Education and the Canadian Society for the Study of Higher Education. He also served as Vice-President of the International Baccalaureate Organisation. He now works on various international projects: as Education Master in the Beijing DeTao Masters Academy, China; Senior Advisor to Academic Partnerships International; and Chair, pro bono, of the UWC (United World Colleges) International Board.

Among Sir John's 350 publications are his books, *Mega-Universities and Knowledge Media: Technology Strategies for Higher Education* (Kogan Page, 1996) and *Mega-Schools, Technology and Teachers: Achieving Education for All* (Routledge, 2010).

Sir John is an Honorary Fellow of St Edmund Hall, Oxford University (1990), the College of Preceptors (1997) and the Commonwealth of Learning (2002). He won the Symons Medal of the Association of Commonwealth Universities in 2008 and his 32 honorary degrees are from universities in 17 countries.

The three countries where he has lived and worked have each recognised his contributions with national honours: France – Ordre des Palmes Académiques : Chevalier 'pour services rendus à la culture française en Ontario' (1986); Officier : 'pour services rendus à la culture française au Royaume-Uni' (1991); United Kingdom – Knight Bachelor 'for services to higher education' (1994); and Canada – Officer of the Order of Canada 'for his advancement of open learning and distance education in Canada and around the world' (2013).

Chair: *Tan Sri Emeritus Prof Dr Gajaraj Dhanarajan*
Former President and CEO of Commonwealth of Learning (COL)

Keynote Addresses

SUB-THEME - Technology and Innovation

The use of technology and innovation in teaching and learning touches on a wide range of areas, including flipped classrooms, learning analytics, mobile learning, massive open online courses and the research and development of new applications for improving learning environments. The use of technology for learning comes with both successes and pitfalls: what works, where, why and how? How can students and faculty use media and technology, including open educational resources (OER)?

Speaker: Mr Martin G Bean CBE
(Vice-Chancellor & President, RMIT, Australia)

Mr Martin Bean, CBE is Vice-Chancellor and President of RMIT in Australia. He previously held positions as Vice-Chancellor of The Open University, the United Kingdom's largest academic institution and a global leader in the provision of flexible learning; General Manager of Microsoft's Worldwide Education Products Group; and various executive leadership roles at Novell and other companies involved in integrating technology and learning systems.

In 2012, Mr Bean launched FutureLearn, the United Kingdom's first at-scale provider of MOOCs, and in 2014, he was named one of the United Kingdom Prime Minister's Business Ambassadors. He has won numerous awards in the United States and United Kingdom for his contributions to education and was awarded a Commander of the Order of the British Empire (CBE) in the 2015 United Kingdom New Year's Honours list, for services to higher education. Awarded an Honorary Doctor of Laws from the University of London in 2013, Mr Bean has a Bachelor of Education degree from the University of Technology, Sydney. He is a member of the Board of Governors of COL.

Chair: *Prof Datuk Dr Shahrin bin Sahib @ Sahibuddin*
Vice-Chancellor, University of Technical Malaysia (UTeM) and Malaysian Government Advisor for E-Learning

SUB-THEME - Quality and Equity in Learning

Education is critical to achieving the post-2015 Sustainable Development Goals, in particular Goal 4 which aims to "ensure inclusive and equitable quality education and promote lifelong learning opportunities for all". Realising Goal 4 will require concerted efforts by policy-makers and practitioners to create inclusive and accessible quality learning opportunities. The quality and credibility of ODL is of concern to many, including learners, employers and quality assurance regulators.

Speaker: Prof Dato' Dr Mansor Fadzil
(President/ Vice-Chancellor, OUM)

Prof Dato' Dr Mansor Fadzil, 59, currently serves as the President/Vice-Chancellor of OUM, which is the first ODL institution in the country. OUM was established in 2000 as a private university under its holding company, Multimedia Technology Enhancement Operations Sdn Bhd (METEOR), which is a consortium of 11 Malaysian public universities. He is also the Group Chief Executive Officer of this holding company.

He holds a Bachelor's degree in Mechanical Engineering, as well as a Master's and PhD in Control Systems Engineering, the latter of which he completed in 1985. He served as a full-time lecturer at the Faculty of Engineering, University of Malaya for almost 15 years, where he was also responsible for introducing online learning to the lecturers of the university in 1998.

Prof Dato' Dr Mansor played an instrumental role in the establishment of OUM in 1999, and has served the University as its Vice President (2000-2007) and Senior Vice President (2007-2015). He has helmed OUM as its President/Vice-Chancellor since January 2016. His research interests include e-learning, mobile learning and technology-led assessment systems.

Chair: *Dr Gard Titlestad*
Secretary General, International Council for Open & Distance Education (ICDE)

SUB-THEME - Access and Inclusion

Open, online and flexible education has been adopted by governments, institutions and organisations to strengthen and enhance education and training. A major objective has been to overcome barriers to enrolment in education and access to learning opportunities because of a lack of teachers and physical facilities and a range of geographic, economic and social challenges. How do open and flexible learning approaches help to mitigate these challenges?

Speaker: Dr Phumzile Mlambo-Ngcuka
(United Nations Under-Secretary-General & Executive Director of UN Women)

Dr Phumzile Mlambo-Ngcuka is United Nations Under-Secretary-General and Executive Director of UN Women. She was sworn into office on 19 August 2013 and brings a wealth of experience and expertise to this position, having devoted her career to issues of human rights, equality and social justice. Dr Mlambo-Ngcuka has worked in government and civil society, and with the private sector, and was actively involved in the struggle to end apartheid in her home country of South Africa.

From 2005 to 2008, she served as Deputy President of South Africa, overseeing programmes to combat poverty and bring the advantages of a growing economy to the poor, with a particular focus on women. Prior to this, she served as Minister of Minerals and Energy from 1999 to 2005 and Deputy Minister in the Department of Trade and Industry from 1996 to 1999. She was a Member of Parliament from 1994 to 1996 as part of South Africa's first democratic government. Dr Mlambo-Ngcuka began her career as a teacher and gained international experience as a coordinator at the World YWCA in Geneva, where she established a global programme for young women. She completed her PhD on education and technology at the University of Warwick, United Kingdom.

Chair: *Prof Mandla Makanya*
Vice-Chancellor, University of South Africa (UNISA)

SUB-THEME - Efficiency and Effectiveness

ODL has grown over the years because of its promise and appeal to increase access, address equity, provide flexible opportunities for study and provide more cost-effective alternatives to conventional education. However, there have remained debates about the efficiency and effectiveness of ODL in providing quality education and contributing to sustainable development. This sub-theme will examine these debates.

Speaker: Dr David A Wiley
(Chief Academic Officer, Lumen Learning)

Dr David Wiley is Chief Academic Officer of Lumen Learning, an organisation dedicated to increasing student success, reinvigorating pedagogy, and improving the affordability of education through the adoption of OER by schools, community and state colleges, and universities. He is also currently the Education Fellow at Creative Commons and adjunct faculty in Brigham Young University's graduate programme in Instructional Psychology and Technology, where he leads the Open Education Group (and was previously a tenured Associate Professor).

As an academic, Dr Wiley has received numerous recognitions for his work, including a National Science Foundation career grant and appointments as a Non-resident Fellow in the Center for Internet and Society at Stanford Law School, a Peery Social Entrepreneurship Research Fellow in the BYU Marriott School of Business, and is also a Shuttleworth Fellow. As a social entrepreneur, Dr Wiley has founded or co-founded numerous entities, including Lumen Learning, Degreed, and the Open High School of Utah (now Mountain Heights Academy). In 2009, Fast Company named Dr Wiley one of the 100 Most Creative People in Business.

Chair: *Dr Barbara Chow*
Programme Director, Education Programme, Hewlett Foundation

Plenary Session

CHAIRMAN

Prof Paul Prinsloo
Open Distance Learning Research Professor, College of Economic
and Management Sciences
University of South Africa

Prof Belinda Tynan
Deputy Vice-Chancellor (Education) and Vice-President
RMIT University

Prof Elifas T Bisanda
Vice-Chancellor
Open University of Tanzania

Dr Indrajit Banerjee
Director
Knowledge Societies Division, Communication and Information Sector
UNESCO

Country Showcase 1:

Lifelong Learning for Teachers in Remote Areas

OUM has been entrusted with the responsibility of upgrading the academic qualifications of primary school teachers from diploma to bachelor's degree level by the Division of Teacher Education, Ministry of Education, since 2006.

Two programmes, Bachelor of Teaching Primary Education (BTPE) and Bachelor of Teaching Preschool (BTPS), were offered to primary school teachers throughout the country including those from remote areas in Peninsular Malaysia, Sabah and Sarawak. Some of them, especially those in Borneo, teach in remote areas and need to travel for more than two days using water and land transportation if they have to venture outside the areas.

To ensure that they receive similar teaching and learning opportunities as their counterparts, the Tutorials, Revision and Examination (TUPE) model was introduced. TUPE allows the teachers to attend face-to-face tutorials without disrupting their teaching duties during normal school hours.

TUPE is conducted full time during school holidays in March, June and November at various Teacher Training Institutes (TTI) that are easily accessible for the teachers. The institutes include TTI Sultan Abdul Halim for teachers from Kelantan and Terengganu, TTI Tengku Ampuan Afzan for teachers from remote parts of Johor and Pahang, TTI Miri and Rajang for those from Sarawak and TTI Keningau for teachers from remote areas of Sabah.

Before each TUPE session, the teachers are provided with the modules of subjects offered for the TUPE. They are also given assignment questions comprising two short questions and one long question. Each short question covers a third of the content in the module. The long essay question focuses on the application of knowledge covered in the whole module.

Recognising the limitations faced by teachers in remote areas in accessing resources other than the modules, they are allowed to answer the assignment questions based on their experience teaching in the remote areas. For each module, they are provided with 10 hours of tutorial sessions and two hours of revision. Their learning is intensive and guided by tutors appointed by OUM. After the completion of the tutorials and revision sessions, the teachers sit for their final examinations. The difficulties faced in pursuing studies in remote areas were shared by several teachers during a visit to their schools. English teacher, Aznah Aziz, from Longgongon Primary School, is among the first group of teachers to sign up for the BTPE programme with full sponsorship from the Ministry of Education.

Said Aznah, "We don't have Internet access here so I would usually go to Keningau every fortnight to access the online forum, check my e-mails and have online discussions with my tutors. Communication is a big problem in remote areas because without proper access, we are often left behind on important news or developments."

Aznah's colleague, Aperilah Labo, concurs with her. She says, "I need to take a three-hour journey to Keningau to attend tutorials and submit assignments. We don't have Internet access in Longgongon, so all online communication has to be done in Keningau when we go for our tutorials."

Julius Mojikon from Tinanduk Primary School has to take a four-hour journey from Tinanduk to Keningau to attend tutorials. "The journey is exhausting but this is something that I have to face. The other challenge is that I don't have peers to exchange study notes or revise lessons. Studying alone can be trying because I have to rely on self-motivation to complete assignments and revise," he says.

Clint Malcolm De Souza from Pensiangan Primary School feels differently. He says, "This is a close-knit community where everyone knows each other. Although we are out of touch with the outside world, I don't feel isolated. The villagers are like family and they treat me well. There are advantages to living in a remote area. With very little distraction, it is easier to study. The only setback is that the absence of Internet and phone access limits our communication with the outside world."

Roslie Julian from Babalitan Primary School agrees with his peers on the problem of access. "Balancing work and study is not easy, particularly when you have limited access to peers and tutors with whom you could discuss problems and clarify issues. Getting connected is a big problem in remote schools because we don't have telephones or the Internet. Due to minimal contact with tutors, it is difficult to gauge whether I am on the right track or otherwise. It also dilutes my understanding of a subject," he says.

Despite these problems, the teachers persevered as they know that their career development and the success of their students depend on their continuous pursuit of knowledge.

Country Showcase 2:

Lifelong Learning for Prison Inmates

In line with its motto of *University for All*, OUM provides lifelong learning opportunities for all individuals, even those serving time in prison. In 2008, the University began collaborating with the Malaysian Prisons Department to offer four programmes – Diploma in Management, Bachelor of Political Science, Bachelor of Business Administration and Master of Business Administration – through the prison school, which is called Sekolah Integriti Kajang (Kajang Integrity School).

The first batch of learners comprised 10 young prisoners from Kajang Prison. At present, there are 22 learners from Kajang Prison and Kota Kinabalu Prison. Their studies are financed by family members, friends and non-governmental bodies.

A blended mode of learning combining tutorials, modules and e-learning is employed. The programmes are well-accepted by the inmates, even when they face some constraints. They appreciate the moral support they receive from their families and prison officials.

Given that most individuals who are incarcerated will eventually rejoin society, prison education is a great way to rehabilitate and prepare them for life after their release. If an inmate leaves with the same skills he had before entering prison, it is very likely that he will revert to his old law-breaking tendencies. But if he leaves with a diploma or degree, he can use it to earn an honest living and also contribute to society. This is something we must think about to ensure that higher education is truly democratised, even to those confined within the four walls of a jail cell. This is what OUM is about – giving access to higher education to all.

Country Showcase 3:

Lifelong Learning in Smart Community

Malaysia has begun the smart community initiative at the district level. The project was conceptualised by the Malaysian Communications and Multimedia Commission (MCMC) to narrow the digital divide among urban and rural communities and steer them into exploring the use of technology and innovations so as to create jobs and spur economic growth. The initiative is a combination of existing and new programmes developed in line with the Smart Communities in ASEAN vision.

The Kemaman district in the state of Terengganu was chosen for the pilot project. It encompasses several areas and angles of community empowerment. The Smart Community has six flagship projects, namely, Flood Management System, Kemaman Innovation Centre, Hackathon, 1Malaysia Internet Centre, Lifelong Learning and a documentary.

In this national project, OUM has been given the responsibility of implementing the lifelong learning initiative that will be part of the Kemaman SMART Community portal within the smart community framework.

The University is developing an e-learning platform and lifelong learning contents for the rural community in Kemaman. It encourages the community to explore the use of technology in learning and to participate in meaningful economic activities that could improve their livelihood.

The community gains access to lifelong learning programmes developed by OUM which include subjects like English, Entrepreneurship, Islamic Studies, Early Childhood Education, Mathematics and various lifelong learning free channels. This enables the community to have a common portal to share community updates and events as well as participate in academic enhancement initiatives or professional development programmes offered by the University.

More importantly, the Smart Community initiative encourages the community to leverage on ICT in their daily lives and explore the economic potential of technology in promoting and marketing local produce.

The country showcase on lifelong learning in the smart community will focus on its implementation and impact on the community.

Market Exchange

Market Exchange has become a popular session at the Pan-Commonwealth Forum. Held in the form of a bustling city market, participants will enjoy an informal environment where they can share projects and achievements, while also networking with potential partners and collaborators.

They can share or learn about new products, inventions, best practices, learning materials, ideas or information related to open learning.

Individuals and organisations will discuss and demonstrate a range of ODL models and materials, providing participants an opportunity to learn from each other and make lasting connections through:

- An open session in which registered individuals, organisations and institutions will share ODL materials and models; and

- An opportunity for the community to showcase ideas and materials, seek partners and share OER.

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PAN-COMMONWEALTH FORUM

SPECIAL EVENTS

COL Honorary Fellows Presentation

The designation of COL Honorary Fellow recognises outstanding individual contributions to distance education in areas such as leadership and service, published works including courseware, lectures and presentations, and mentorship. Consideration is typically limited to citizens of Commonwealth countries and designations are for life. COL names Honorary Fellows during each Pan-Commonwealth Forum on Open Learning, but does not seek nominations for this award.

Excellence in Distance Education Awards Presentation

The Excellence in Distance Education Awards (EDEAs) recognise remarkable achievements and endeavours in the field of distance learning. The EDEAs acknowledge that excellence is being achieved at many points in the learning process: at the institutional level, in the development of learning materials and in terms of individual educator and student attainment.

EDEAs have become highly prized and sought after recognitions of achievement by institutions/ organisations and individuals around the Commonwealth and are presented every three years during each Pan-Commonwealth Forum on Open Learning. The award categories are:

1. **Award of Excellence for Institutional Achievement:** COL presents up to three awards for institutional excellence. The awards recognise significant institutional achievements in the innovative and effective application of technology-enabled learning and ODL methodologies, which reach students who may not have otherwise participated in the learning or training experience.

2. **Award of Excellence for Open and Distance Education Materials:** There are two categories of awards for recognition of excellence in open and distance education materials and COL will present up to three awards in each category. The categories are:

    Category A: Print, electronically delivered materials or other low-cost media materials, such as audio, video, or a combination of these.

    Category B: OER – use, reuse and innovation.

3. **Award Recognising Distance Learning Experience:** COL presents two awards for excellence in a distance learning experience. The categories are:

    Category A: Award for Distance Learning Experience in a Degree Granting Programme.

    Category B: Award for an eLearning Experience in Difficult Circumstances.

Launch of COL Publications

Participants are invited to join COL for a reception to showcase its new publications. This year's event highlights an exciting time in ODL with publications exploring cutting-edge ideas and innovative models that promote equitable quality education and lifelong learning for all.

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PAN-COMMONWEALTH FORUM

CONFERENCE
PROGRAMME

DAY 1 | *SUNDAY* 27 NOVEMBER 2016

		KLCC	EXHIBITION
9.00 AM – 1.55 PM	Registration	Level 3 [Core Centre]	Level 3 [Core Centre] Move-In
11.00 AM – 12.00 NOON	Meeting for Session Chairs and Rapporteurs	Level 3	
2.00 PM – 2.55 PM	**Inaugural Session:** ■ **Prof Dato' Dr Mansor Fadzil** President/Vice-Chancellor, OUM – Welcome Remarks ■ **Prof Dr Asha Kanwar** President & CEO, COL ■ **Tan Sri Emeritus Prof Dr Gajaraj Dhanarajan** Former President & CEO, COL	Plenary Hall	
3.00 PM – 3.45 PM	**Asa Briggs Lecture:** Re-drawing the Map of Learning ■ **Sir John Daniel, OC** Former President & CEO, COL	Plenary Hall	
3.45 PM – 4.10 PM	Refreshments	Foyer Level 3	Conference Hall 2, Level 3
4.15 PM – 5.15 PM	**Plenary Session:** Open, Online and Flexible Learning: The Key to Sustainable Development ■ **Prof Paul Prinsloo** (Chairman) ODL Research Professor, University of South Africa ■ **Prof Belinda Tynan** Deputy Vice-Chancellor (Education) & Vice-President, RMIT University ■ **Prof Elifas T Bisanda** Vice-Chancellor, Open University of Tanzania ■ **Dr Indrajit Banerjee** Director, Knowledge Societies Division, Communication & Information Sector, UNESCO	Plenary Hall	
5.45 PM – 6.30 PM	**Launch of COL Publications** *(Refreshments will be served)*	Conference Hall 2	
8.00 PM	■ **Welcoming Dinner:** ■ **YB Datuk Dr Mary Yap Kain Ching** Deputy Minister of Higher Education, Malaysia	Ballroom 1 & 2	

■ Please refer to page 50

DAY 2 | MONDAY 28 NOVEMBER 2016

		KLCC	EXHIBITION
8.00 AM – 8.55 AM	Registration	Level 3 [Core Centre]	Conference Hall 2, Level 3
9.00 AM – 9.55 AM	**Keynote Address 1:** Technology and Innovation • **Mr Martin Bean CBE** Vice-Chancellor & President, RMIT University	Plenary Hall	
10.00 AM – 10.25 AM	Refreshments	Foyer Level 3	
10.30 AM – 11.55 AM	**Opening Ceremony:** • **YB Dato' Seri Idris Jusoh** Minister of Higher Education, Malaysia **Country Showcase 1:** Lifelong Learning for Teachers in Remote Areas	Plenary Hall	
12.00 NOON – 1.00 PM	Parallel Session 1	Conference Hall 1 & 3, Room 302 – 305 and 406 – 410	
1.00 PM – 1.55 PM	Lunch	Ballroom 1 & 2	
2.00 PM – 2.25 PM	**COL Honorary Fellows Presentation**	Plenary Hall	
2.30 PM – 3.25 PM	**Keynote Address 2:** Quality and Equity in Learning • **Prof Dato' Dr Mansor Fadzil** President/Vice-Chancellor, OUM	Plenary Hall	
3.30 PM – 4.25 PM	Parallel Session 2	Conference Hall 1 & 3, Room 302 – 305 and 406 – 410	
4.30 PM – 5.25 PM	Parallel Session 3		
5.30 PM	Hi-Tea	Foyer Level 3	

DAY 3 | *TUESDAY* 29 NOVEMBER 2016

		KLCC	EXHIBITION

9.00 AM – 9.55 AM	**Keynote Address 3:**
	Access and Inclusion
	  ■ **Dr Phumzile Mlambo-Ngcuka**
	    United Nations Under Secretary-
	    General & Executive Director,
	    UN Women
		Plenary Hall	

10.00 AM – 10.25 AM	**Country Showcase 2:** Lifelong Learning for Prison Inmates	Plenary Hall	
10.30 AM – 10.55 AM	Refreshments	Foyer Level 3	
11.00 AM – 11.55 AM	Parallel Session 4	Conference Hall1 & 3, Room 302 – 305 and 406 – 410	Conference Hall 2, Level 3
12.00 NOON – 12.55 PM	Parallel Session 5		
1.00 PM – 1.55 PM	Lunch	Ballroom 1 & 2	
2.00 PM – 2.55 PM	**Ministerial Roundtable**	Room 306	
	Parallel Session 6	Conference Hall1 & 3, Room 302 – 305 and 408 – 410	
3.00 PM – 3.55 PM	Parallel Session 7	Conference Hall1 & 3, Room 302 – 305 and 406 – 410	
4.00 PM – 4.55 PM	**Market Exchange**	Conference Hall 2	
5.00 PM – 5.25 PM	**EDEA Presentation**	Plenary Hall	
5.30 PM	Hi-Tea	Foyer Level 3	

DAY 4 | WEDNESDAY 30 NOVEMBER 2016

		KLCC	EXHIBITION
9.00 AM – 9.55 AM	**Keynote Address 4:** Efficiency and Effectiveness ■ **Dr David Wiley** Chief Academic Officer, Lumen Learning	Plenary Hall	
10.00 AM – 10.25 AM	**Country Showcase 3:** Lifelong Learning in Smart Community	Plenary Hall	
10.30 AM – 10.55 AM	Refreshments	Foyer Level 3	
11.00 AM – 11.55 AM	Parallel Session 8	Conference Hall 1 & 3, Room 302 – 305 and 406 – 410	Conference Hall 2, Level 3
12.00 NOON – 12.55 PM	Parallel Session 9		
1.00 PM – 1.55 PM	Lunch	Ballroom 1 & 2	
2.00 PM – 2.55 PM	Parallel Session 10 - Poster Presentation	Conference Hall 2	
3.00 PM – 4.30 PM	**Valedictory Session & Closing Ceremony:** ■ **Prof Dr Asha Kanwar** President & CEO, COL ■ **Prof Dato' Dr Mansor Fadzil** President/ Vice-Chancellor, OUM – Closing Remarks	Plenary Hall	
4.30 PM – 5.30 PM	Farewell Hi-Tea	Ballroom 1 & 2	

DAY 1 | *SUNDAY* 27 NOVEMBER 2016

WELCOMING DINNER
Ballroom 1 & 2

8.00 pm	-	Arrival of Honourable Deputy Minister of Higher Education, Malaysia
	-	Opening Cultural Dance
	-	Appreciation Remarks

- President/Vice-Chancellor, OUM
  Prof Dato' Dr Mansor Fadzil
- President & CEO, COL
  Prof Dr Asha Kanwar

	-	Speech by Deputy Minister of Higher Education, Malaysia **YB Datuk Dr Mary Yap Kain Ching**
	-	Dinner and Performance
10.00 pm	-	Departure of Honourable Deputy Minister of Higher Education, Malaysia

Attire: Formal/National

DAY 2 | *MONDAY* 28 NOVEMBER 2016

OPENING CEREMONY
Plenary Hall

10.30 am	-	Arrival of Honourable Minister of Higher Education, Malaysia
	-	Doa Recitation
	-	Welcoming Remarks

- President/Vice-Chancellor, OUM
  Prof Dato' Dr Mansor Fadzil
- President & CEO, COL
  Prof Dr Asha Kanwar

	-	Opening Speech by Minister of Higher Education **YB Dato' Seri Idris Jusoh**
	-	Launching Gimmick
	-	Multimedia Presentation
11.30 am	-	**Country Showcase 1:** Lifelong Learning for Teachers in Remote Areas
12.00 noon	-	Media Conference
	-	Lunch
1.00 pm	-	Departure of Honourable Minister of Higher Education, Malaysia

Attire: Formal

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PAN-COMMONWEALTH FORUM
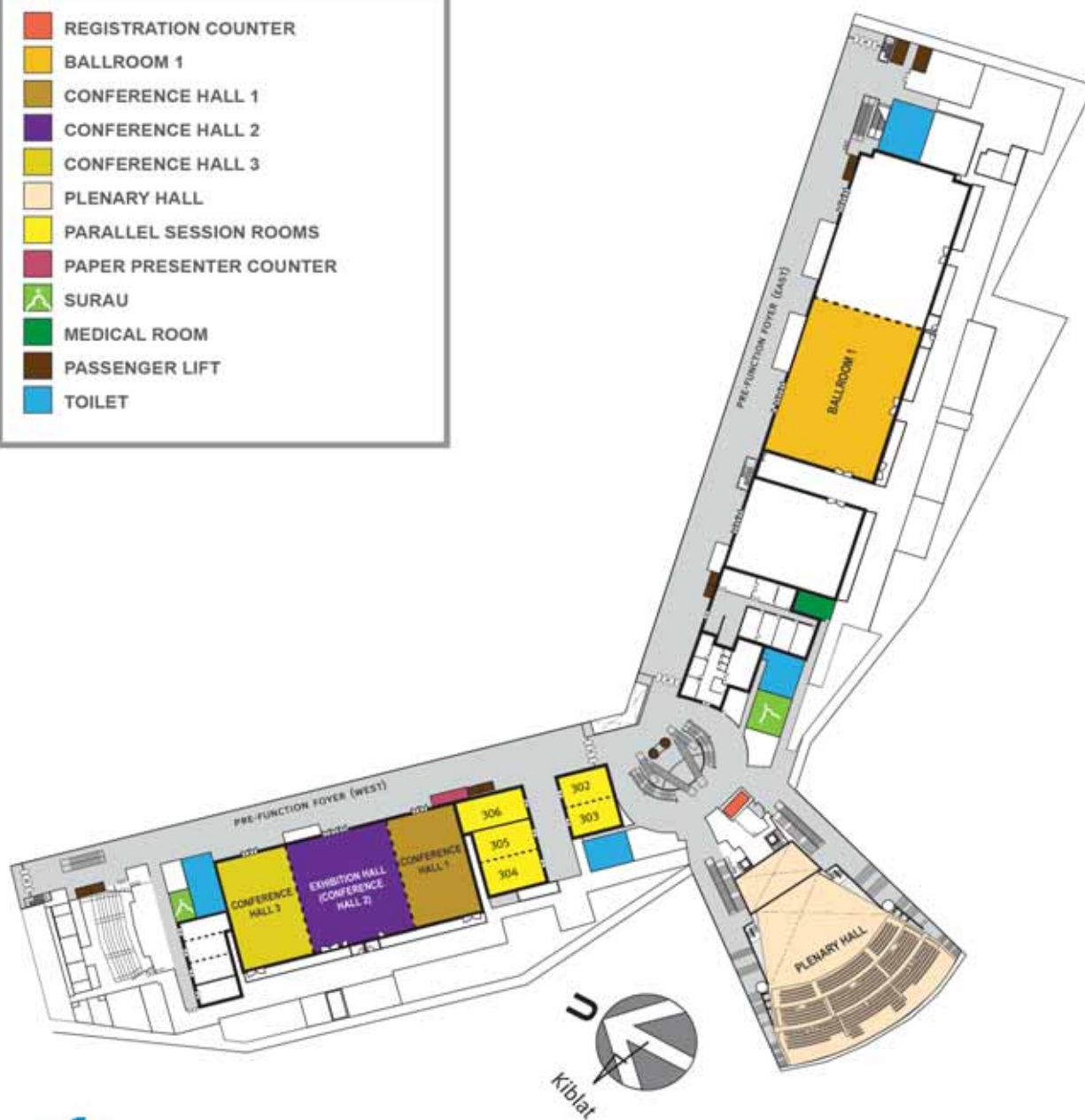
SCHEDULE OF
PARALLEL SESSIONS

Room Allocation for Sub-Themes

Meeting Room 302-303 ▼	Meeting Room 304-305 ▼	Meeting Room 406-407 ▼	Meeting Room 408-409 ▼	Conference Hall 3 ▼	Conference Hall 1 ▼	Meeting Room 410 ▼
SESSION 1: Day 2 | MONDAY | 28 November				**12:00PM – 1:00PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 2: Day 2 | MONDAY | 28 November				**3:30PM – 4:25PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 3: Day 2 | MONDAY | 28 November				**4:30PM – 5:25PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 4: Day 3 | TUESDAY | 29 November				**11:00AM – 11:55AM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 5: Day 3 | TUESDAY | 29 November				**12:00NOON – 12:55PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 6: Day 3 | TUESDAY | 29 November				**2:00PM – 2:55PM**		
Access & Inclusion	Access & Inclusion		Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 7: Day 3 | TUESDAY | 29 November				**3:00PM – 3:55PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 8: Day 4 | WEDNESDAY | 30 November				**11:00AM – 11:55PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 9: Day 4 | WEDNESDAY | 30 November				**12:00NOON – 12:55PM**		
Access & Inclusion	Access & Inclusion	Efficiency & Effectiveness	Efficiency & Effectiveness	Quality & Equity in Learning	Technology & Innovation	Technology & Innovation
SESSION 10: Day 4 | WEDNESDAY | 30 November				**2:00PM – 2:55PM**		

Poster Session at Conference Hall 2 (Exhibition Hall)

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FLOOR PLAN

LEVEL 3

■	REGISTRATION COUNTER
■	BALLROOM 1
■	CONFERENCE HALL 1
■	CONFERENCE HALL 2
■	CONFERENCE HALL 3
■	PLENARY HALL
■	PARALLEL SESSION ROOMS
■	PAPER PRESENTER COUNTER
⚁	SURAU
■	MEDICAL ROOM
■	PASSENGER LIFT
■	TOILET

PRE-FUNCTION FOYER (EAST)

BALLROOM 1

PRE-FUNCTION FOYER (WEST)

CONFERENCE HALL 3

EXHIBITION HALL (CONFERENCE HALL 2)

CONFERENCE HALL 1

306
305
304
302
303

PLENARY HALL

Kiblat

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- PLENARY HALL
- PASSENGER LIFT
- TOILET

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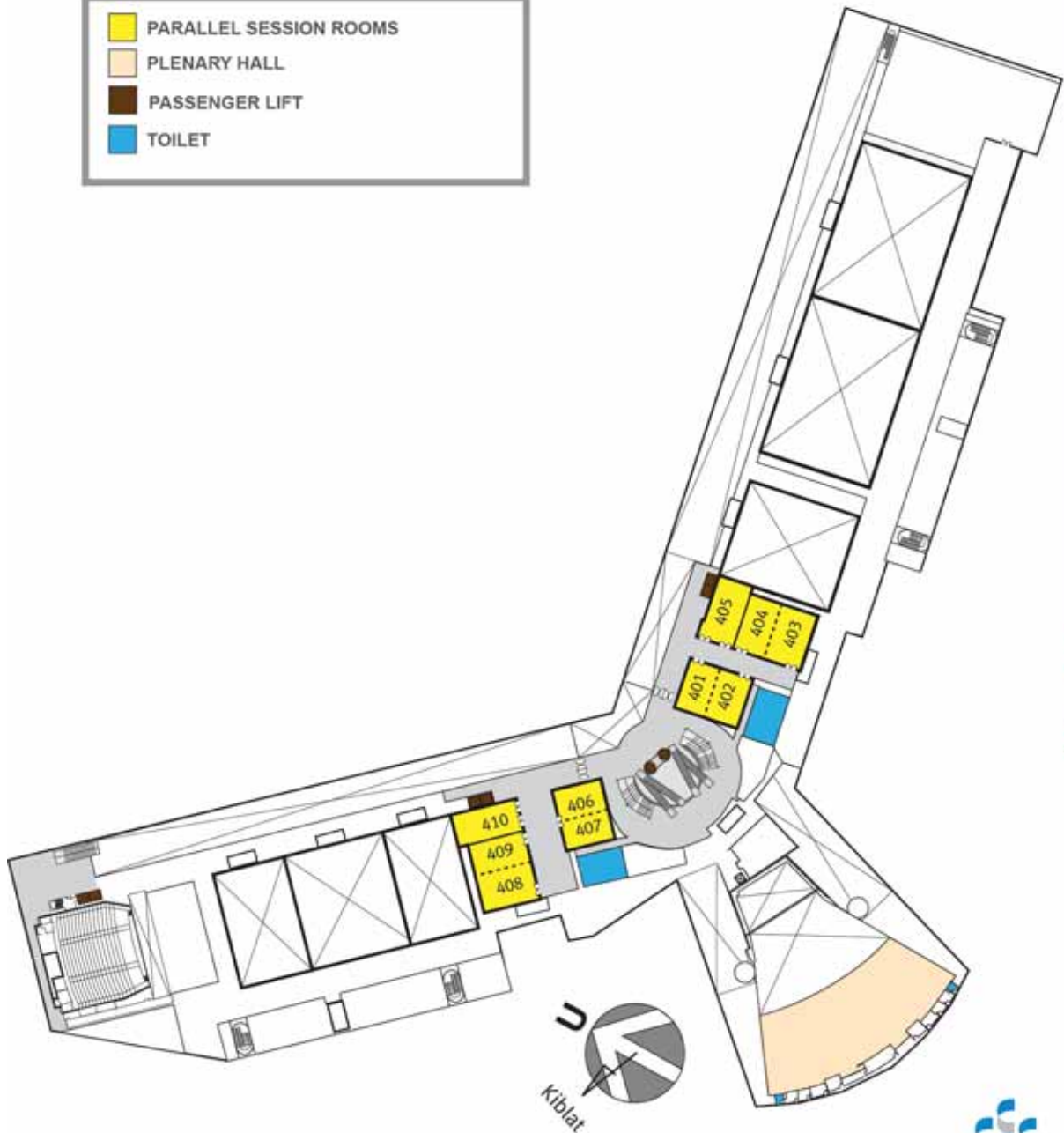
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