tulus × MQA Agensi Kelayakan Malaysia Malaysian Qualifications Agency

CASE STUDY

A trusted payment gateway for Malaysia's higher education quality agency

CLIENT	IN SERVICE SINCE	SECTOR	SOLUTION
Agensi Kelayakan Malaysia (Malaysian Qualifications Agency, MQA)	2021	Government statutory body, Ministry of Higher Education	Tulus Payment Gateway: a central MQA payment portal connected to MQA's own systems

About MQA

MQA is the statutory body that assures the quality of higher education in Malaysia, set up under the Malaysian Qualifications Agency Act 2007 (Act 679). It accredits programmes, assesses the equivalency of qualifications, recognises prior learning through APEL, and keeps the Malaysian Qualifications Register, which listed more than 19,000 qualifications at the end of 2024.

The need

Higher education providers across the country pay MQA for accreditation and programme updates, and individuals pay for APEL and equivalency applications. Payments come from both institutions and the public, through several MQA systems.

MQA needed one gateway it could trust with all of them: one that accepts payments from corporate and personal bank accounts, ties every payment to the right application, and gives the finance team a clear record to reconcile against.

The solution

Tulus built and runs a central payment portal for MQA on the Tulus Payment Gateway.

- **One portal for MQA's services.** Payers settle accreditation, APEL and other charges in one place.
- **Connected to MQA's systems.** API integration passes each payment and its reference straight to the MQA system that raised it.
- **For institutions and individuals.** Institutions pay from corporate accounts through FPX B2B, and individuals from personal accounts through FPX B2C.
- **Clear records.** A reporting dashboard and the FPX daily seller report show MQA's finance team each transaction as it happens.
- **Training and support.** MQA's officers are trained on the portal, and Tulus provides maintenance and support with agreed response times.

The outcome

- Institutions and individuals pay MQA online, from their own bank accounts, at any time.
- Every payment is tied to its application, so MQA's finance team reconciles from one consistent record.
- MQA has used the Tulus Payment Gateway for its online payments since 2021.

About Tulus

Tulus Digital Sdn Bhd is a Malaysian payment technology company based in Shah Alam. It owns and operates the Tulus Payment Gateway as a Payment Exchange under PayNet. Government agencies, local authorities, zakat and waqf institutions and education providers rely on it to collect payments and keep accurate records.