

WEBINAR SERIES: **Developing HR Policies and Employee Handbook**

5 December 2023, Tuesday

9.00am – 1.00pm

Speaker: MS SERENE YAP

Virtual

Course code: HR051223W1

Closing date: 3 December 2023



**4 CPD
HOURS**

Overview

Effective Human Resource Policies and Employee Handbook will describe expectations and clarifies employees' doubts regarding standard policies & procedures, performance and promotion criteria, compensation & benefits provided, fringe benefits entitlement, etc. Human Resource Policies must be carefully drafted to be clear and unambiguous to avoid legal disputes and disruption to work flow, and at the same time ensuring the compliances to the relevant Acts and Regulations (with the latest amendments, revision or additions).

Course Objectives

Upon completion of this program, participants will be able to:

- Cultivate skills you will need to develop your policies & procedures and Employee Handbook.
- Ensure your Organisation's HR Policies & Procedures are in line with the Labour Laws and relevant legislations
- Know how to avoid legal disputes by inserting a Disclaimer
- Establish concrete policies, retooled and put in place before contentious issues arises

Target participant

- Human Resource Practitioners / Managers / Executives
- Office Managers / Administrator
- Personal Assistants and Secretaries
- Business Owners and Employers

Methodology

- Interactive Presentation
- Case Studies / Practical
- Competency Exercise
- Questions & Answers

Course outlines

- ❖ Writing HR Policies & Procedures and Employee Handbook
 - How to and Where to Starts
 - Writing disclaimers
 - Compliances to relevant Employment Acts and Regulations
 - Sample templates
- ❖ Employment Policies and Procedures
 - Recruitment and Selection Policies
 - Probationer and Confirmation Policies
 - Employment and Promotion Policies
 - Transfer Policy
 - Performance Appraisal Policy
- ❖ Termination of Contract Policies and Procedures
 - Policy on Normal Termination
 - Retirement Policy
 - Retrenchment Policy
 - Dismissal due to Misconduct Policy
- ❖ Rules & Regulations and Compensation & Benefits
 - Hours of work and Overtime Policies
 - Sick leave and Hospitalisation Policies
 - Maternity Leave Policy
 - Annual Leave and No Pay Leave Policies
 - Emergency Leave Policy
- Code of Conduct Policies and Procedures
 - Personal and Professional conduct
 - Substance, drug and alcohol abuse
 - Confidentiality and ethics
 - Email and internet usage
- ❖ Ethics Escalation Policies
 - Whistleblower Policy
 - Anti-Bribery Policy
 - Anti-Fraud Policy
- ❖ Corporate Responsibility Policies
 - Sexual Harassment Policy
 - Anti-Discrimination Policy
- ❖ Disciplinary Policies and Procedures
 - Disciplinary Procedures and Flowchart
 - Handling Misconducts permitted procedures
 - List of Minor and Major Misconduct

About the trainer: MS SERENE YAP

Serene Yap, a Human Resource Trainer and Consultant, a certified Master Class Trainer has been enthusiastically involved in all aspects of human capital development and management for more than 20 years. Serene holds an MBA in General Management, a certified NLP Practitioner by ISNS and Serene is also a PSMB approved Trainer. Her industry exposure includes property development and management, hospitality, medical, manufacturing, oil and gas, construction sector and consultancy services. During her professional career and as a trainer and consultant, many employees have attained great personal successes in their careers through her guidance, mentoring and coaching. In a similar manner, Serene envisioned to translate her KSA to develop the competencies and performance level of your employees. List of companies benefited are NGA Human Resources, Symphony Corporate House, MAICSA, Bank Negara Malaysia, DRB-Hicom, Proton, Petronas, Boustead Petroleum, Telekom Malaysia Bhd, Celcom Timur (Sabah) SB, ARH JurukurBahan SB, The Raintree Club, Parex Group, KLIA, Firefly, Massimo, Top Baker, Naito-Asia, Malaysia Steel Works KL Bhd, INTI University, Multimedia University, Sabah Ports, Suria Capital Holdings Bhd, Lembaga Pemegang Amanah Taman-Taman Sabah, KPJ Health Care, Columbia Asia Hospital, Lion Properties, Mahkota Hotel, Swiss Garden Beach Resort, etc. Serene has successfully conducted the following Consultancy projects to enhance the agility and best practices of an organization i.e HR Audit, HR Policies & Procedures and Employee Handbook, Retrenchment Strategy and Execution, HR Department Startup and Coaching. Over the years, Serene has developed and conducted many programs, some of which include Employer's and Employee's rights in Human Resource Management, Legal Issues in Human Resource Management, Payroll Management, Developing Effective HR Documentations, SOPs and Employee Handbook, The Essential Competencies for Effective HRM, Critical HR Skills for Non-HR Managers, Behavioral-based Interview, Competencies TNA, Effective Applications of Employment Act, Sabah Labour Ordinance, Developing Effective Employee Handbook, Handling Employee Misconduct and Domestic Inquiry, Essential Skills for Personal Assistants & Secretaries, etc.

Webinar Fee (inclusive of 6% Service Tax)

- Fee is payable to **MAICSA**

Mode of payment:

Online transfer

RHB Account No: 2-64-094-0000-4232

Swift Code: RHBBMYKL

Note: Bank charges for telegraphic transfer will be borne by the client.

Please email the bank-in slip/ transfer advice to training@maicsa.org.my or fax to 603-2283 4492, for our verification and record.

NO Letter of undertaking is accepted.

REGISTRATION

Click [HERE](#) for online registration.

We accept only online registration form. Please ensure that you provide a valid personal email address.

Normal Registration:

- Fee must be made together with the registration.
- For normal and group fee registration, payment must reach MAICSA **before 3 December 2023**
- Registration without payment is not considered as confirmed.

Registration with HRDCorp Grant

- Normal fee will apply.
- The HRDCorp Approved Grant must reach MAICSA **before 3 December 2023**

Category	Normal Fee (RM) per person	Group Fee* (RM) per person (For 3 or more registrations from the same organization)
MAICSA Member/Affiliate Graduate/Student	270	240
Non Member	400	370
Retired MAICSA member	135	135

Note: Fee includes e-course materials (in digital form) and e-certificate.

*** Registration under the HRDCorp grant will be subject to the NORMAL FEE ONLY. Discounted fee is NOT applicable.**

ENQUIRIES:

Email: training@maicsa.org.my

Tel: 03-2282 9276

Attention: Ms Vickneswary (ext 803)

Upon successfully registration, you are deemed to have read and accepted the terms and conditions.

TERMS & CONDITIONS

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REGISTRATION AND WEBINAR ACCESS LINK

A participant is successfully enrolled for the webinar once payment has been made. The access link to join the webinar will be emailed at least ONE (1) day before the webinar and the link is unique and should not be forwarded/shared with others.

Participants may log-in at 8.45am.

CANCELLATION/REFUND/REPLACEMENT/TRANSFER

Participant who decides to cancel his/her registration, a cancellation policy shall be applied as follows:

a. Written cancellation received less than seven (7) days from the date of the event:

- i) Paid Registration - A refund (less administrative charge of 20%) will be made.
- ii) Unpaid registration will also be liable for 20% administrative charges.

b. Written cancellation/no show on the day of the webinar:

Paid Registration - No refund will be entertained.

****Replacement of participant and transfer of webinar are not acceptable.**

VERIFICATION OF ATTENDANCE

- Participant attendance will be verified based on the attendance report produced by Zoom Webinar.

CERTIFICATE OF ATTENDANCE AND CPD HOURS

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- Delegates may check their E-certificates from this link <http://www.maicsa.org.my/resources/cpd-training/> e-certificate-of-attendance, within 5 working days after the webinar.
- For MAICSA members, the CPD hours will be credited into the CPD Tracker System.
- For MAICSA members who are also PC Holder, please contact SSM for the calculation and recognition of CPD Hours for online training held by MAICSA.
- For non MAICSA members, please contact your professional body or regulator for the calculation and recognition of CPD Hours for courses held by MAICSA.

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