

## Developing HR Policies and Employee Handbook

**5 May 2025, Monday**

9.00am – 1.00pm

Speaker: MS SERENE YAP

Virtual

Course code: HR050525W1

**Closing date: 2 May 2025**



**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

## Specific Target Market

- 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
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### 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
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#### Code of Conduct Policies and Procedures

- Personal and Professional conduct
- Substance, drug and alcohol abuse
- Confidentiality and ethics
- Email and internet usage
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#### 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 greatest passion is to share her knowledge and insights to maintaining and increasing the professionalism and competencies of an Organization's Human Assets and to the HR Community. Her hands-on experience in the corporate world has enabled her to impart her knowledge based not only on theory but also based on her own vast working experiences which ensure that you and your employees are able to relate better and able to apply the knowledge and skills to your workplace, immediately and effectively. Serene Yap, a Human Resource Trainer and Consultant has been enthusiastically involved in all aspects of human capital development for more than 20 years. Serene holds an MBA in General Management, a certified NLP Practitioner by ISNS and a HRD Corp accredited Trainer. Her industry exposure includes construction, property development and management, retail, hospitality, manufacturing, oil and gas, 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 enhance the competencies and professionalism of the HR Community. List of companies benefited are Proton, Perodua, Kossan, Hartalega, Power Root, Econsave, Jaya Grocer, Mr DIY, Citylink, GDex, KPJ Health Care, Columbia Asia Hospital, Bucher Emhart Glass, A Star Glasstech, MAICSA, IFCA, NGA Human Resources, Honan, Symphony Corporate House, Davita, Broadcom, Naza Corporation, Bank Negara, Standard Chartered Bank, Petronas, Boustead Petroleum, Telekom Malaysia, ARH Jurukur Bahan, The Raintree Club, MAVCOM, KLIA, Firefly, Parex Group, Mayshowa, Massimo, Naito-Asia, Malaysia Steel Works, Amsteel, Lion Steel, MRT Corp, Multimedia University, UMPSA, Prosper Palm Oil, KL Kepong Bhd, MMC Gamuda, Lion Properties, Mutiara Hotel, Hextar, Magnum Bhd, SAINS Sarawak, Borneo Housing Mortgage Finance Bhd, Celcom Timur (Sabah), Sabah Ports, Suria Capital Holdings, etc

Serene has successfully conducted the following Consultancy projects to enhance the agility and best practices of an organization.

- HR Audit and Process Improvement
- Developing or Revision of HR Policies / SOPs / Employee Handbook
- Retrenchment Planning and Execution
- HR Department Startup and HR Team Mentoring

Over the years, Serene has developed and conducted many programs, some of which include Employment Law & Industrial Relations, Payroll Management, Applications of Employment Act, Sabah Labour Ordinance and Sarawak Labour Ordinance, Developing HR Policies, SOPs and Employee Handbook, Essential Competencies for Effective HRM, Critical HR Skills for Non-HR Managers, Behavioral-based Interview, Managing Performance, Absenteeism and Misconduct, Handling Discipline, Performance, Investigations and Domestic Inquiry, Termination without Violating the Law, HR & IR Documentations and Procedures, Human Resource and Termination Procedures within the Employment Laws, etc.

## WEBINAR FEE

Category	Early Bird Fee per person (RM)  (applicable for participant who register and pay before 21/4/2025)	Normal Fee per person (RM)	Group Fee per person (RM)*  (For 3 or more registrations from the same organization)
MAICSA Member/ Affiliate/Graduate/Student	290	340	310
Non member	440	490	460
Retired MAICSA member	170	170	170
MAICSA Member's staff***	400	400	400

Fee includes course materials in digital form and e-certificate.

Registration with HRDCorp grant, **the NORMAL FEE will apply. Discounted fee is NOT applicable.**

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- (iv) MAICSA Affiliate CANNOT sponsor his/her staff.

### ENQUIRIES:

Email: [training@maicsa.org.my](mailto:training@maicsa.org.my)

Tel: **03-2282 9276 (ext 805)**

Attention: Ms Nor Falati

- Fee is payable to **MAICSA**

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#### Online transfer

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

**Individual Registration:** Full payment shall be made AFTER you have done the online registration.

**Company Registration:** Full payment shall be made 7 days **BEFORE** the webinar.

- Access to join the webinar shall be granted only upon full payment as per the above requirement.
- **NO Letter of undertaking is accepted.**

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

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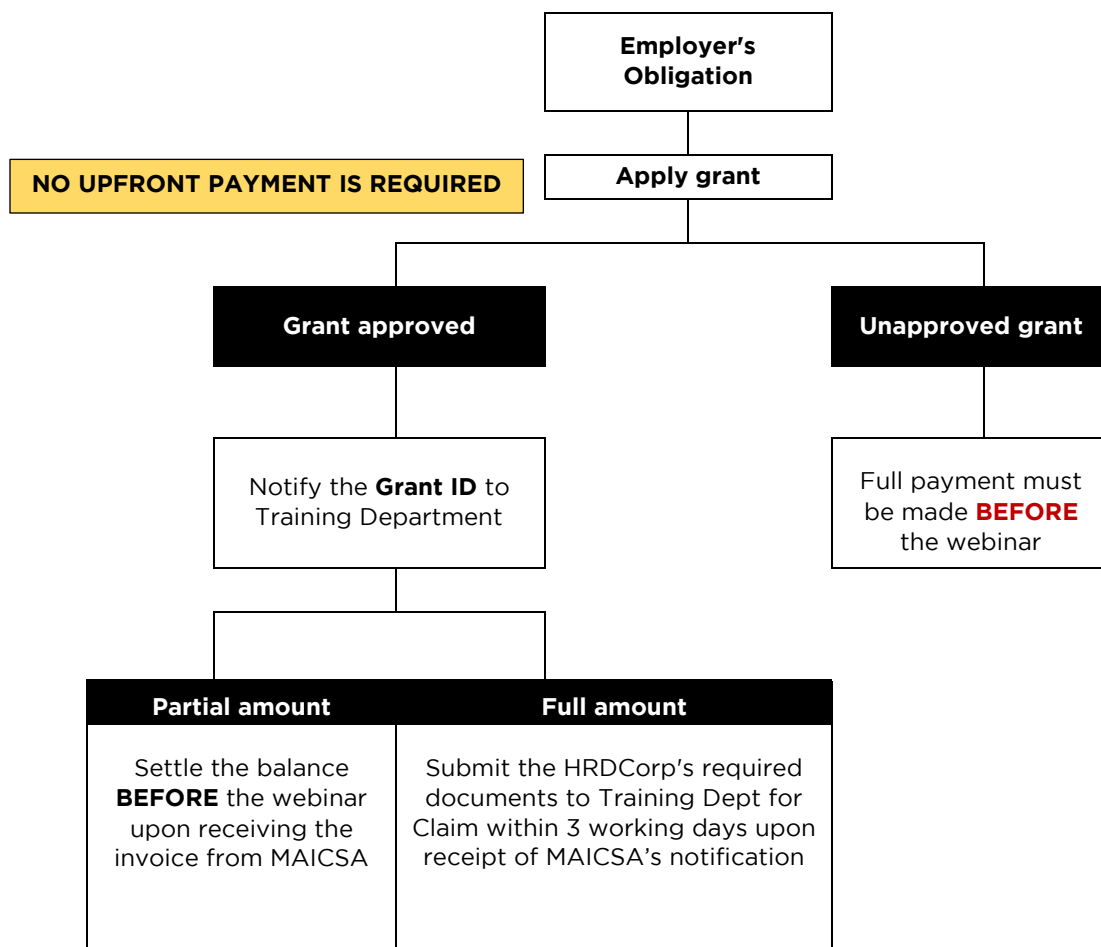
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- **Participants may log-in at 8.45am**

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  - Submit the feedback form within 3 days after the completion of the webinar
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