

WEBINAR SERIES: **HR & IR Documentations** **in Managing Employees**

17 January 2025, Friday
9.00am - 1.00pm
Speaker: MS SERENE YAP

Virtual
Course code: HR170125W1
Closing date: 15 January 2025

**4 CPD
HOURS**

Overview

Misrepresentations in your HR & IR documentations and procedures or lack of both can result in the Labour Court and the Industrial Court ruling in favour of employee with costly monetary compensation.

Interactive workshop will ensure that you understand the problems associated with handling employee's performance and to effectively handle disciplinary issues, and able to apply them in your workplace immediately.

Course Objectives

At the end of the programme, participants will be able to :-

- Ensure your HR & IR Documents and Procedures are in line with the Employment Law
- Identify and understand the proper use of language, words and terminology in drafting Human Resource Documentations and Procedures
- Safeguard the interest of your Organisation by avoiding vague and unclear meanings

Specific Target Market

- Human Resource Managers / Executives / Officers / Assistants
- Factory Managers
- Heads of Department / Line Managers / Team Leaders
- Branch Managers / Outlet Managers / Restaurant Managers / Office Managers
- Business Owners and Employers

Methodology

- Interactive Presentation
- Industrial Court Case Studies and Analysis
- Practical exercise / Quizzes
- Questions & Answers

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 or 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 property development and management, retail, hospitality, 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 enhance the competencies and professionalism of the HR Community.

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

Course outlines

❖ Documentations and Procedures in Managing Probationer and Employee's Performance

- Probationer letters and forms
 - Probationer Appraisal Form
 - Extension of Probation
 - Non-Confirmation of Employment
 - Confirmation of Employment
- Performance Management
 - KRA / KPI form
- Handling Poor Performance
 - Performance Improvement Plan (PIP) form
 - Procedures in Performance Improvement Plan

❖ Disciplinary and Termination Documentations and Procedures

- Disciplinary Documents and Procedures
 - Counseling Form
 - Show Cause Letter
 - Warning Letter
 - Due Inquiry and Suspension
 - Section 14 (1) & (2) of the Employment Act 1955
 - Domestic Inquiry Process, Documents and Procedures
 - DI Process Flow
 - Charge Sheet
 - Notice of Domestic Inquiry
 - Letter of dismissal upon Domestic Inquiry
 - Show Cause for Absenteeism
 - Termination letter for Breach of Contract
 - Acknowledgement of Resignation
 - Withdrawal of Resignation

❖ Employment Dispute Management

- Constructive Dismissal
- Unfair Dismissal / Wrongful Dismissal
- JTK (Labour Department)
- Power of Labour Court
- JPP (Industrial Relations Department)
- Section 20, Industrial Relations Act 1967
- Jurisdiction of Industrial Court
- JTK (Labour Department)
- Powers of the Labour Court
- IR Act (Amendment) 2020

WEBINAR FEE

Category	Early Bird Fee per person (RM) (applicable for participant who register and pay before 3/1/2025)	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.

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Email: training@maicsa.org.my

Tel: **03-2282 9276 (ext 804)**

Attention: Ms Shafika

- Fee is payable to **MAICSA**

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

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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.

TERMS & CONDITIONS FOR WEBINARS

WEBINAR ACCESS LINK

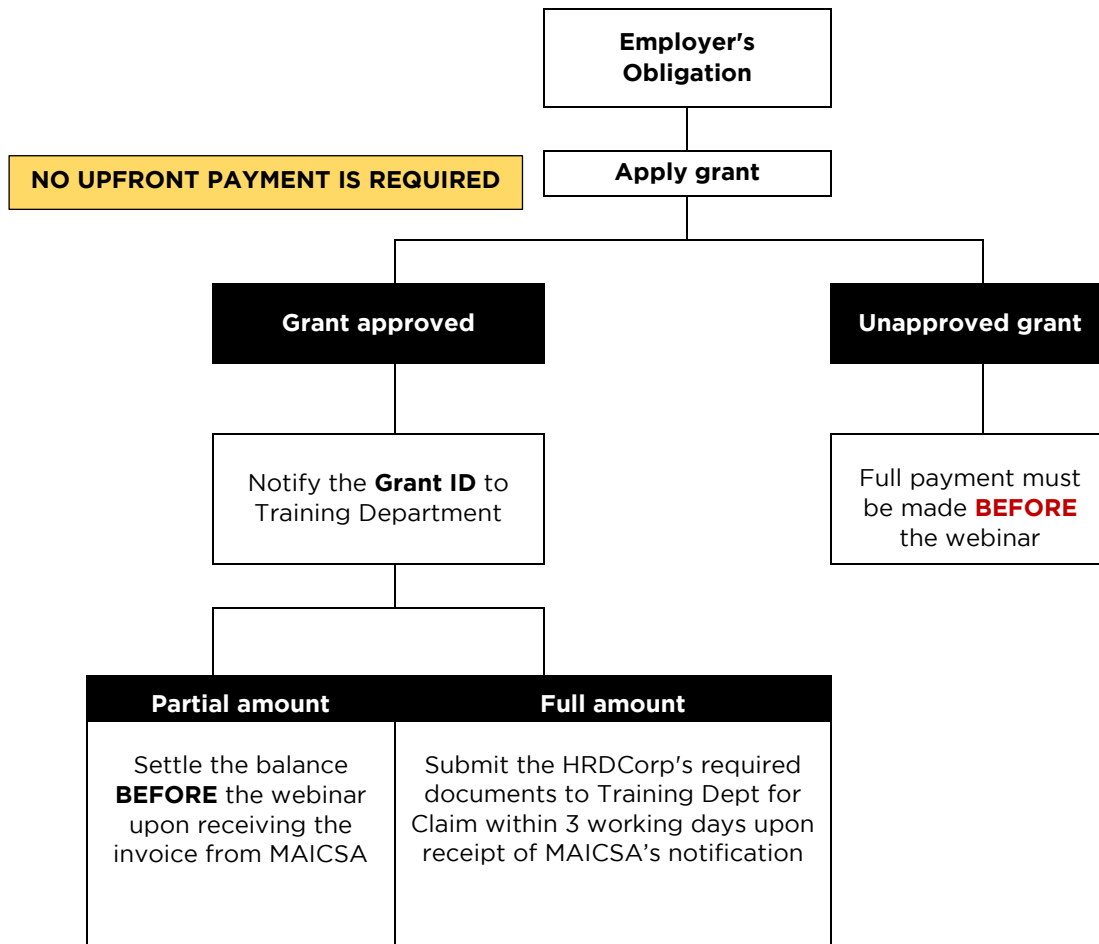
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- The Access Link is unique and should not be forwarded/shared with others.
- **Participants may log-in at 8.45am**

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

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 - Submit the feedback form within 3 days after the completion of the webinar
- Delegates may check their E-certificates from this link <https://www.maicsa.org.my/resources/cpd-training/e-certificate-of-attendancee-confirmation-letter-of-attendance> within 5 working days after the webinar.
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