

WEBINAR SERIES: Developing HR Policies and Employee Handbook

18 September 2024, Wednesday
9.00am - 1.00pm
Speaker: MS SERENE YAP

Virtual
Course code: HR180924W1
Closing date: 16 September 2024



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

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

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

WEBINAR FEE

Category	Early Bird Fee per person (RM) (applicable for participant who register and pay before 4/9/2024)	Normal Fee per person (RM)	Group Fee per person (RM)* (For 3 or more registrations from the same organization)
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MAICSA Member's staff**	400	400	400

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

Attention: Ms Shafika

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

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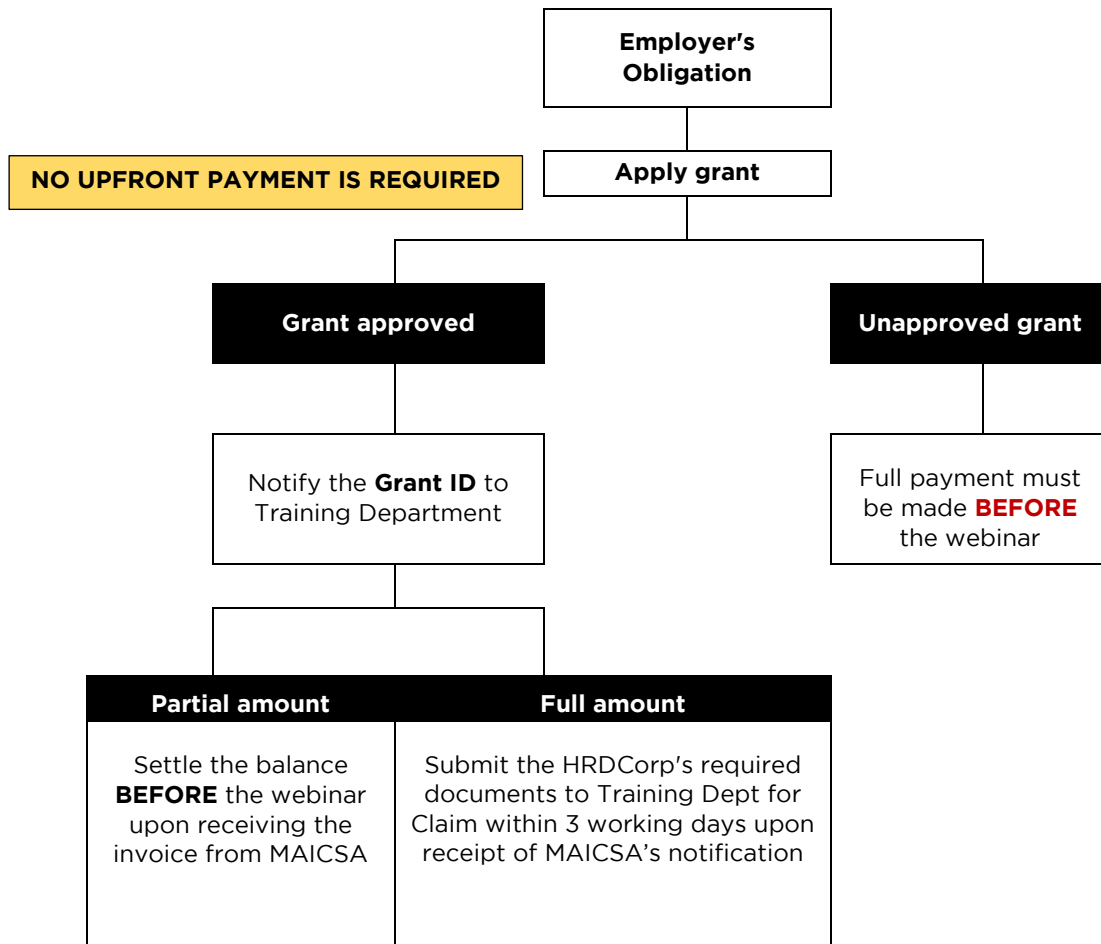
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- **Participants may log-in at 8.45am**

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