



## Developing and Reviewing Human Resource Policy & Procedures and Employee Handbook

April 21 - 22, 2021 | 9.00am - 5.00pm | Remote Online Training



### OBJECTIVES

- Understand what are HR policies and their objectives
- Draw up clear HR Policy and Employee Handbook and define their aims and purposes
- Draft samples of HR-related documents
- Implement and communicating HR policies to all levels of employees
- Identify areas of responsibilities for the HR Department
- Formulate the structure and framework of the HR Policy Handbook
- Identify job functions and establish accountability and responsibility of employees carrying out HR functions
- Make changes to policies to be in sync with current times

### WHO SHOULD ATTEND

Heads of Department, Managers and Executives

Dates : **April 21 - 22, 2021**

Time : **9.00am - 5.00pm**

Venue : **Remote Online Learning**

Platform: **Zoom and TalentLMS**

Fees : **FMM Members – RM1,272 per participant**  
*(inclusive of 6% Service Tax)*

**Non Members – RM1,378 per participant**  
*(inclusive of 6% Service Tax)*

PenjanaKerjaya/EIS Kod Kursus: **HIT7850**

PERKESO Approval No: **PERKESO.600-7/12/1/FMMInstitute(95).**

***(Training include course materials and Certificate of Attendance)***

***\*each participant must have their own, individual equipment for online meeting with strong internet connection.***

For further enquiries, please contact:

Fatahiah / Siti Nazihah / Syazwani

**FMM Institute**

**Selangor & Kuala Lumpur Branch**

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Registration is on a first-come first-served basis. Cheques made in favour of the “**FMM Institute**” should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

### CONTENTS

- Understanding HR Policy and Employee Handbook
- Employment and Hiring
- Basic Salaries and Allowances
- Entitlement/Benefits
- Employee Training and Development Needs
- Performance Management and Feedback
- Employee Transfers and Secondment
- Medical Benefits
- Employee Promotions
- Normal Hours of Work and Overtime
- Rest Days, Public Holidays and Overtime
- Annual Leave Entitlement
- Special Leave
- Maternity Benefits
- Employee Discipline
- Managing Grievance

### FACILITATOR

**Mary Lourdes** obtained her early education in Ipoh, Perak. She started her career as Front Desk Executive at Royal Casuarina Hotel, Ipoh Perak. Realising her full potential and wanting to excel in her career, she moved to Kuala Lumpur to take up an offer as the Executive Secretary in a highly diversified conglomerate. Being aware that she needs to sharpen her skills to produce the best result in her workplace, she pursued a Diploma in Professional Secretary and a second Diploma in Human Resources Management from a recognised Management Institution in KL after which she was admitted with a membership with MIM and MIHRM. While she was progressing in her career, she continued with a Degree in Business Administration, in Ryerson Polytechnic, Ontario Canada where she graduated in 2001 with a Bachelors Honours in Business Management. Mary Lourdes attained 30 years of “hands on exposure” in the area of Human Resources, Training, Office Administration, Quality Management covering Manufacturing, IT, Hospitality, Education for local SME to multinational companies. Though her forte are Training, Coaching, Industrial Relations (IR), Recruitment, Performance Management, Setting Policies and Procedures and Employee Handbook, Mary Lourdes has proven her capability in ensuring that the job is not only her career, but she takes on her assignment with full commitment without compromising in the quality of her deliveries. Her wide working experience ranging from local SME to international companies, taking up challenging assignments and success attained in her strategic and operational role provides her with a strong foundation to handle all kinds of HR issues and matters in an amicable manner. She has also represented Pembangunan Sumber Manusia Berhad (PSMB) in 2009 and successfully conduct a survey on “Employer’s perspective on current manpower in Malaysia”. The survey comprise 20 employers ranging from MNC to SME with the aim of providing some information to the Ministry on how to attract Foreign Direct Investment (FDI) to Malaysia. Being a passionate Human Resources and Administrative practitioner and knowing the need to continuously improve in her leadership ability, Mary Lourdes has also attained Certification in Coaching and Mentoring by Institute of Training and Development, Malaysia. She is also a Certified Train-the-Trainer with PSMB and a Certified Lead Auditor - Quality Management System.



## REGISTRATION FORM

**Developing and Reviewing Human Resource Policy & Procedures and Employee Handbook**  
**April 21 - 22, 2021 | 9.00am - 5.00pm | Remote Online Training**

**To be completed in BLOCK LETTERS**

### A. PERSONAL PARTICULARS

Full Name (Mr/Ms)	:				
Designation	:				
Permanent Address	:				
Correspondence Address <i>(if different from permanent address)</i>	:				
Tel No. (H)	:		(O)	:	
E-mail Address	:		Fax No.	:	
H/P No.	:		Race	:	
Nationality	:		Age	:	

### B. EDUCATIONAL BACKGROUND

Name of School / Institution	Years Attended		Highest Qualification Obtained
	From	To	
Secondary	:		
College / University	:		
Any Special Professional Course	:		

### C. SUBMITTED BY

Full Name (Mr/Ms)	:				
Designation	:				
Company Address	:				
Tel No.	:		Fax No.	:	
E-mail Address	:				
FMM Membership No.	:		PSMB Code No.	:	

### D. DECLARATION

I hereby declare that the information provided is correct and complete.

Signature of Participant : \_\_\_\_\_ Date : \_\_\_\_\_

Please fax or e-mail the registration form to Nazihah / Syazwani / Fatahiyah  
Tel: 03-55692950 / 4471 / 4171 Fax: 03-55694346 E-mail: siti\_nazihah@fmm.org.my / syazwani@fmm.org.my / fatahiyah@fmm.org.my