For Whom

CEO, HR Manager, HR Executive, HR Assistant, Personal Assistant, Secretary, Line Managers/Executives, Supervisors, Other Non-HR Managers and Executives.

Course Objectives

At the end of the programme participants are able to:

- Understand the importance of having a proper set of rules and regulations
- Understand the importance of having a proper contract of service to avoid problems in termination
- Identify the important major and minor misconduct categories
- Understand how a minor misconduct can become a major one
- Handle termination and non-confirmation of probationers
- Handle termination due to poor performance of permanent employees
- Handle termination due to retrenchment, lay-off, downsizing, relocation etc
- Handle termination due to misconduct and indiscipline
- Conduct a proper Domestic Inquiry
- Draft the various letters on ‘suspension’, ‘charge sheet’, ‘warning’ & ‘dismissal’
- Know the critical difference between ‘dismissal’ and ‘constructive dismissal’ so as to avoid ‘constructive dismissal’
- Avoid the costly mistakes made by others in poorly handled cases of termination that ended up in the Industrial Courts
- Know the relevant laws relating to handling of misconduct, conducting a Domestic Inquiry and termination of employment

Trainer Profile

Mathy Randhawa is a certified Corporate Trainer by Deloitte United Kingdom with more than 10 years of work experience. She is a Law graduate from United Kingdom and has a certificate of Completion To The Bar by Lincoln’s Inn (UK).

Mathy has conducted training interventions in various industries; hotels, small scale industries, minor & major manufacturing industries, government units, public sectors, colleges & other educational institutions. She brings to table a proven expertise in identifying training needs, designing training content, developing assessment centers and executing them.

To compliment the above, Mathy has an extensive experience in customer service, recruitment, training and development of the workforce. Her clients including Cadbury Malaysia, Intel Kulim, Telekom Malaysia, Sime Logistic International, Puteri Pan Pacific Hotel, Mutiara Hotel, Iskandar Malaysia in collaboration with UTM, Khazanah Nasional Berhad, Sunway College, Olympia College and Stamford College.

As a result oriented Corporate Trainer, Mathy focuses in helping people dramatically increase their image impact, visual presence, improve their business and social skills, maximize their communication skills and improve their levels of performance.

She have been in this field for almost 15 years and very well versed with labour laws and other aspects of Human Resources and Customer Relations. Experience in tailoring and customizing modules for corporate training. Modules organized will be based on four aspects of communication example speaking, listening, reading and writing.

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For Whom

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Course Content

HANDLING MISCONDUCT

(1) Rules and Regulations
- Basic Principles in Rules,
- Importance of Rules and regulations
- Principles in drawing up rules and regulations
- Major and Minor Misconduct

(2) Developing A Grievance Procedure
- Who draws up the procedure
- The steps in the procedure
- Final decision maker

(3) Types of Misconduct
- Malingering
- Tardiness
- Poor or inefficient job performance
- Absence without approval
- Absence before or after PH
- Absence from the workplace
- Excessive MC
- Disobedience
- Insubordination

(4) Counselling
- What is counselling?
- Importance of counselling
- Do's and don'ts in counselling
- Who should counsel?
- Qualities of a good counsellor
- Steps in counselling
- How to counsel
- Follow-up counselling

(5) Disciplinary Action
- Delivering verbal warnings: do's and don'ts
- Preparing Written Warning Letters: do's and don'ts
- Preparing suspension letters: do's and don'ts
- Suspension before and after Domestic Inquiry

CONDUCTING DOMESTIC INQUIRY

(6) The Domestic Inquiry Panel
- Who sits on the panel?
- How to select the right panel
- Who selects the panel?
- The roles of panel members
- How many should be on the panel
- Rights of employer and employee

(7) Conducting the Domestic Inquiry Proper
- Seating arrangement of panel members and others
- Carrying Out the Domestic Inquiry: do's and don'ts
- The process of the Inquiry
- Starting and ending the Inquiry
- Roles of chairman and panel members
- Roles of prosecutor, witnesses and accused
- Common pitfalls

TERMINATION OF EMPLOYMENT

(8) Unfair Dismissals & Constructive Dismissals
- Time limit for employee to make complaints under Industrial Relations Act 1967
- Who may represent employer for conciliation proceedings?
- Who may represent employer in Industrial Courts?
- Maximum compensation
- Dismissal without notice
- Dismissal with notice
- Constructive Dismissal

(9) Other Termination
- Notice period for Termination/lay-off
- Situations for termination
- Situations for giving notice
- Frustration of contracts
- Expiry of fixed term contracts
- Termination of probationers

(10) Termination Benefits
- Notice period
- Gratuity payments
- Termination benefits under the law

(11) Legal Aspects of Handling Misconduct, Conducting Domestic Inquiries and Termination of Employment
- Disciplinary action
- Company policy
- Relevant aspects of Employment Act & Industrial Relations Act
- Legal precedents set by Industrial court awards
- Code of conduct for Industrial Harmony
RM1000 ~ Hotel Singgahsana, Petaling Jaya
REGISTRATION FORM

Please (/) your preferred date

☐ Training Date: 28th – 29th May 2013

Select ‘Gro-Training’ to enjoy additional RM50 discount
It is hassle-free. You will be informed 2 weeks in advance when the class is confirmed
(applicable to training registration at least 2 weeks before training date)

BILLING DETAILS

Company Name: _____________________________________________________________

Contact Person (Mr / Mrs / Ms): _____________________________________________

Designation: _______________________________________________________________

Tel: __________________________________ Fax: ________________________________

Email: __________________________________________________________________

Company Stamp:

Authorised Signature: _______________________________________________________

PARTICIPANT(S) DETAILS

Participant 1
Name (IC No): _____________________________________________________________

Designation: _______________________________________________________________

Email: __________________________________________________________________

Contact No: _______________________________________________________________

Participant 2
Name (IC No): _____________________________________________________________

Designation: _______________________________________________________________

Email: __________________________________________________________________

Contact No: _______________________________________________________________

Participant 3
Name (IC No): _____________________________________________________________

Designation: _______________________________________________________________

Email: __________________________________________________________________

Contact No: _______________________________________________________________

Method of Payment
Kindly select the method of payment on the following:
( ) Pay the 1 week before the training
( ) By courier / by post
( ) Pay during the training

Bank Draft/Cheque No
RM

ADDRESS
CAMBRIDGE TRAINING SDN BHD
No. 33-3A-1 Jalan Metro Perdana Barat 1,
Taman Usahawan Kepong Utara, 52100
Kuala Lumpur

COURSE FEE
Normal fee – RM1,000
Early Bird and Group Discount
Register at least 2 weeks before the training and enjoy a discounted fee of RM950.
Group of 3 or more participants from the same company will enjoy a 5% discount on the applicable fee

REGISTRATION
Complete the Registration Form and fax or email for reservation. All registrations will be confirmed ONE WEEK
before the commencement of the course.

PAYMENT
Payment of fee must be made PRIOR to commencement of the programme.
Crossed cheques should be made payable to “CAMBRIDGE TRAINING SDN BHD” or
bank-in payment to Maybank Account No.
5-145891-77878.

Please fax the bank-in slip with your company’s name to 603-6259 5455 as proof
of payment.

CANCELLATION
Once a registration is confirmed (upon receipt of CT’s training confirmation letter), NO
cancellation / postponement will be allowed.
Any cancellation / postponement /
absenteeism shall be made in writing and
liable for RM200 administrative charge (per
day/per person). Replacement of delegate
can be arranged at no additional cost. Please
inform us in writing via fax or email.

CONFIRMATION
You will receive an invoice indicating course
fee and seminar date. Check it for accuracy.

DISCLAIMER
CAMBRIDGE TRAINING reserves the right to
change the speaker, date and to cancel the
programme should circumstances beyond the
company control arise.
CAMBRIDGE TRAINING also reserves the
right to make alternative arrangements without
prior notice should it be necessary to do so.
All efforts will be taken to inform participants
of any changes. Customer may be entitled to
a refund of any fee paid in respect of the
cancelled training but shall not otherwise be
entitled to any compensation, costs, travel
expenses, losses or damages arising from
such cancellation.

"ALL TRAININGS ARE 100% HRDF
CLAIMABLE UNDER SBL SCHEME"