



INTERNATIONAL COLLEGE OF
YAYASAN MELAKA
KOLEJ ANTARABANGSA YAYASAN MELAKA

STAFF HANDBOOK

Human Resource Department
International College of Yayasan Melaka
MARCH 2011

INTRODUCTION

The purpose of this Staff Handbook is to provide every staff with information on the philosophy and principles of Human Resource Management of International College of Yayasan Melaka (ICYM).

It also serves to inform staff on the terms and conditions of service with ICYM.

The College shall introduce, modify, amend or annul any terms and conditions of service at any time during its operations provided that such changes shall not be in direct conflict with the provisions of the Malaysian Labour Laws.

Any person affected by these terms and conditions of service, may seek clarification or explanation from the Human Resource Department, ICYM.

FOREWORD



Foreword by the Chief Executive Officer

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Issued by:	Human Resource Department
Issue Date:	10/07/2020

Welcome to International College of Yayasan Melaka (ICYM)

This Staff Handbook is designed to provide you with relevant information and guidelines in line with the people management philosophy of the College.

This copy of the Staff Handbook should familiarise you with the College's Human Resource Management operating principles and enable you to take accountability of your personal growth and advancement.

If there is any doubt as to the interpretation of any provision stated in the Handbook, please refer to the Human Resource Department. Any amendments will be made known accordingly through circulars (intranet). Therefore, such circulars shall form part of this Handbook.

It is our desire to provide you with a conducive work environment so that you are successful in your career aspirations, where such environment can generate efficiency, commitment and also team building. At the same time, we would also give priority to the welfare and academic achievement of our students.

We look forward to your contribution as a team member of ICYM.

With best regards

Haji Wan Ahmad Kamil bin Wan Embong
Chief Executive Officer

HUMAN RESOURCE POLICY STATEMENT

Our Vision is to be the provider of internationally recognized education in the global economy. This vision can only be realised by building on quality products, quality service and management/technical know - how and creativity. To achieve this, we need to build an organisation that is staffed by competent people who are highly committed, motivated, responsible, customer focus and results oriented.

Our Human Resource Management Philosophy shall be guided by three key elements: -

- Human Resource is managed in such a way that it adds high value to the organization
 - Staff performance is given top priority
 - The organisation is lean, adaptable and forward looking
- Staff has a strong sense of purpose. They feel that they are an integral part of the International College of Yayasan Melaka (ICYM) team. They have interesting and professionally challenging jobs and they want to improve individual skills and capabilities to match career opportunities.
- All staff is accountable for results.

We believe that in order to realise our Human Resource Management Philosophy

- Human Resource Management must be the responsibility of **line managers**.
- Capability building of our staff must be integrated with business management.
- Performance development, performance recognition and reward management will be the core processes of ICYM's human resource management.

We believe that people work better if

- They work to accomplish a **purpose**
- They have the **competencies** to fulfill the job roles
- They have the **right tools, system and techniques**
- They have the **resources available**
- They have the knowledge of their **progress and results**
- They have **guidance, coaching and counseling**

We wish you a successful career with International College of Yayasan Melaka (ICYM)

Aminalrashid bin Mohd Hussain
Registrar

Datin Noraini Mohd Darus
Head of Department
Human Resource

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VISION AND MISSION

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INTERNATIONAL COLLEGE OF YAYASAN MELAKA

For any staff joining ICYM, he or she is expected to not only understand the Vision, Mission and Shared Values of the organization, but also to put them into practice.

Below are the Vision and Mission Statements of ICYM:

VISION

“To provide internationally recognized education in the global economy”.

MISSION

“To provide quality education and training to global citizens so as to enhance their competitiveness in a global market place”.

ORGANISATION CHART

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ORGANISATIONAL STRUCTURE

COLLEGE MANAGEMENT COMMITTEE (CMC)



CORPORATE SERVICES	ACADEMIC DEVELOPMENT	FINANCE	STUDENT AFFAIRS
Registrar Cum Accountable Manager CAAM Part-147	Vice President Acting General Manager of Business Development	Treasurer	General Manager Acting General Manager of Marketing
Aminalrashid	Jasmy Fardzy	Datin Zuraidah	Mohamad Nawawi
Human Resources Quality Assurance Facilities Management Asset Management IT Infrastructure Transportation Security & Safety Legal & Regulatory	Academic Programme Development Academic Administration Academic Infrastructure Industry Relation Engaged Learning Library Student Graduation Academic Quality Assurance, Research & Development International Student Business Development International Development	Corporate Finance Student Registration Student Payment Student Sponsorship & Loan Account Management Procurement Control Revenue	Students Activities Students Development Students Services Alumni Accommodations Counseling Marketing & Sales Corporate Communication Publication Social Media

YOUR ROLE AND ACCOUNTABILITY

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1. Your Role and Accountability

As a member of the College, you need to understand your role and the results expected of you.

- All staff must have a copy of the Desk File (File Meja) and Key Results expected of their position. Make sure you have a copy of Desk File and the Key Results for your position
- The College’s human resource process and systems will be explained in an Induction program organised for you.
- It will help you build relationships, understand norms, establish and develop a network of contacts relevant to your role. You will begin to build a relationship with the College.
- Always contact your executives or the Human Resource Manager for further clarification. You may also contact your friends in your team or section for assistance
 - But remember they can interpret matters in a different manner depending on their own experience.

The following is a format of a results description:

Key Results	Measurement	Performance Indicators
1. Achieve targeted production volume	<ul style="list-style-type: none"> ▪ By monitoring production performance and taking corrective actions ▪ By analyzing production downtime and introducing improvements ▪ By thorough preparation for introduction and implementation of new models and variants 	<ol style="list-style-type: none"> 1. Timely production targets 2. Productivity ratios 3. Downtime 4. Implementation schedule
2. Achieve product quality targets	<ol style="list-style-type: none"> 1.0 By reviewing quality performance results and identifying non conformance and undertaking corrective actions 2.0 By analyzing customer feedback and taking corrective actions 3.0 By undertaking online and off-line continuous quality improvement programs and activities 4.0 By undertaking education and re-education programs 	<ol style="list-style-type: none"> 1. Quality index 2. Defect occurrence 3. Non-conformance to established standards 4. Demerit points

The person in this position must be accountable for the key results.

REWARD AND COMPENSATION PRINCIPLES

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1.0 Reward and Compensation

1.1 The College management is committed to offering pay and benefits that are fair and competitive in order to recruit, retain and motivate staff that will continue to grow with us.

1.2 The guiding principles are: -

- 1.2.1 Individual performance is rewarded according to achievement of results expected.
- 1.2.2 Career levels are designed to reflect competencies necessary to perform at different levels. The salary range set for each career level is determined to a large extent by market practice.
- 1.2.3 Outstanding achievement is further rewarded to encourage superior performance.

1.3 The College's compensation policy is to pay salaries which reward each staff in proportion to the value of the career level compared to established job levels, which are competitive.

1.4 The College's pay philosophy is a combination of pay for performance and pay for competencies.

1.5 The individual can directly influence his or her total earnings through performance (results) and by self directed learning all the time.

2.0 In addition to being externally competitive, the College salary system is designed to be internally consistent.

These practices are designed to attract and retain competent staff, and to motivate staff so that they achieve high personal growth.

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3.0 Job Evaluation

3.1 Career levels increase with respect to responsibilities and accountabilities. Therefore, bigger jobs are assigned to staff at higher career levels.

3.2 The term Job Evaluation refers to the process of measuring the value of each career position with respect to its relative value to the College.

3.3 The process of Job Evaluation begins with the Results Description, which describes the basic purpose and job responsibilities of the position (not the individual) and covers the following:

3.3.1 Results Creation

3.3.1.1 Scope, accountability, level and degree of responsibility, reporting relationships and overall impact of the position on end results

3.3.2 Problem Solving

3.3.2.1 Level and complexity of problem solving required performing standard results

3.3.3 Competencies

3.3.3.1 Special qualifications, experience skills and competencies, technical and professional proficiencies

3.4 Managers and executives usually assume responsibility and accountability for departments where career levels are already analyzed, written and evaluated. However, many career levels change over time and new career levels may be created. When such changes occur, the Manager or executives should ensure that the Results Description is written or rewritten to capture the changes and, have them evaluated or re-evaluated.

3.5 Care must be taken to determine the requirements of the career level, not the qualification of the individual.

3.6 Pay for Performance drives results orientation whilst pay for competencies encourage development.

3.7 Pay for Performance is the recognition and reward for results.

3.7.1 The Pay for Performance principles encourages initiative, creativity, continuous improvement and long-term performance.

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3.7.2 Performance is measured by comparing a staff’s behaviour and results against performance plans.

3.7.3 This process creates a results culture and motivates competent staff to contribute to their highest level of potential.

4.0 Performance plans include:

4.1 Selected competencies and behaviors that describe the manner in which results are achieved.

4.2 Measures and standards that define the level of performance expected.

4.3 Objectives that set measurable goals for the staff to achieve.

4.4 Performance is recognized in the following salary actions:

4.4.1 Merit Increase, which recognizes and rewards productivity and results

4.4.2 Promotional Increase which rewards a staff’s assumption of greater responsibilities and accountabilities.

4.4.3 Bonus which is discretionary may be paid according to both individual and College’s performance.

5.0 Salary Ranges

The salary ranges of career levels are confidential and should be treated accordingly.

6.0 Annual Increment

Annual increments shall be paid to all eligible staff subject to the satisfactory performance of the respective staff and the profitability of the College’s business.

Eligible permanent staff shall receive their first annual increment on their one-year anniversary date and after that in January of each year, provided their services have not been less than three (3) months prior to the commencement of the College appraisal exercise and have been confirmed in their positions. The College reserves the right to withhold, defer or stop any payment of increment.

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7.0 Bonus

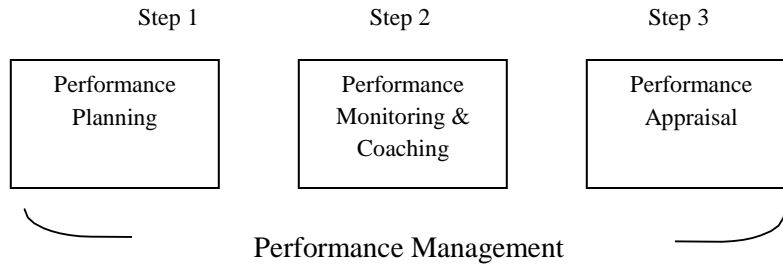
- 7.1 Payment of bonus shall be paid at the sole discretion of the College.
- 7.2 Payment of bonus if declared by the College shall be based on the College's performance and individual performance.
- 7.3 Bonus shall be payable to all permanent and contract staff who are in the services of the College at the time of payment.

8.0 Summary

- 8.1 The success of the College's Reward and Compensation System depends on how well it is understood and administered.
- 8.2 Good communication between the staff and his/her Manager/Supervisor is essential. That is why we have published and distributed this handbook which we hope will give you a better understanding of the system.
- 8.3 Each Manager/Superior must be able to explain the process involved and the philosophy of the College's Reward and Compensation System.

PRINCIPLES OF PERFORMANCE MANAGEMENT

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Conducting appraisal without or lack of step 1 and step 2 will result in unnecessary stress both for the team member and the team leader.

1. Why Performance Appraisal is a Dreaded Process?

Performance appraisal is a dreaded process for both the team leader and the team member because it creates discomfort.

The appraiser (team leader) does not like appraisal because:	The appraisee (team member) does not like appraisal because:
<ul style="list-style-type: none"> ▪ Difficult to set reasonable yet challenging targets at the beginning of the business period 	<ul style="list-style-type: none"> ▪ Uncomfortable to discuss the lack of results without seeking more help from boss - who is too busy
<ul style="list-style-type: none"> ▪ Business conditions are changing and the target has to be revised. This consumes a lot of time 	<ul style="list-style-type: none"> ▪ One has to be very careful talking to the boss otherwise you will end up hurting his feelings
<ul style="list-style-type: none"> ▪ There are some business targets that are difficult to quantify, for example, improve product quality or improve sales force effectiveness 	<ul style="list-style-type: none"> ▪ If the boss does not like "me" he can replace "me". Therefore, I have to continue to "listen" to him
<ul style="list-style-type: none"> ▪ The objectives of the review meeting are to examine current performance and to seek improvements. This is generally "negative" because subordinates don't want to be "pushed" and bosses don't want to be viewed as too "pushy" 	<ul style="list-style-type: none"> ▪ The boss is always right - as far as business conditions are concerned. "How can I tell him my problems"- which are personal
<ul style="list-style-type: none"> ▪ Consensus building conversation with subordinates are too time consuming 	<ul style="list-style-type: none"> ▪ The boss does not want to know about "my problems". He just wants to know about "positive things" - job results
<ul style="list-style-type: none"> ▪ Conversation with subordinates is uncomfortable if it leads to weakness in supervision and management style 	<ul style="list-style-type: none"> ▪ Don't like to "talk back" to boss
<ul style="list-style-type: none"> ▪ Don't like to be hard on staff 	<ul style="list-style-type: none"> ▪ Don't like to be a difficult subordinate

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2. Performance Appraisal Vs. Performance Development

2.1 Shown below are the critical differences and why any attempt at conducting a Performance Appraisal exercise without Performance Planning as a first step is unlikely to produce the comfort both for the appraiser and the appraisee.

Performance Appraisal	Vs	Performance Development
▪ Judgmental	————→	▪ Development
▪ Subordinate is a staff	————→	▪ Team members is a business partner
▪ Boss is the appraiser	————→	▪ Boss is a coach
▪ Occasion when non-performance is highlighted	————→	▪ Is an opportunity for the team member to present his achievement
▪ The focus is on activities	————→	▪ The focus is on business results
▪ The focus of change is the subordinate	————→	▪ The focus of change is the coach
▪ Staff need is very often ignored because the focus is targets and standards	————→ ————→	▪ An opportunity for the subordinate to discuss competency development with coach
▪ The “how” is prescribed in the job description and is very often in conflict with the “what”	————→	▪ The “what” is set and staff is free to seek at the best “how”
▪ A twice a year form filling exercise to facilitate annual increment	————→	▪ A continuous process of interaction between coach and team member

2.2 A challenging and developmental working environment creates motivation, creativity, innovation, and most of all it encourages staff to stay with the College.

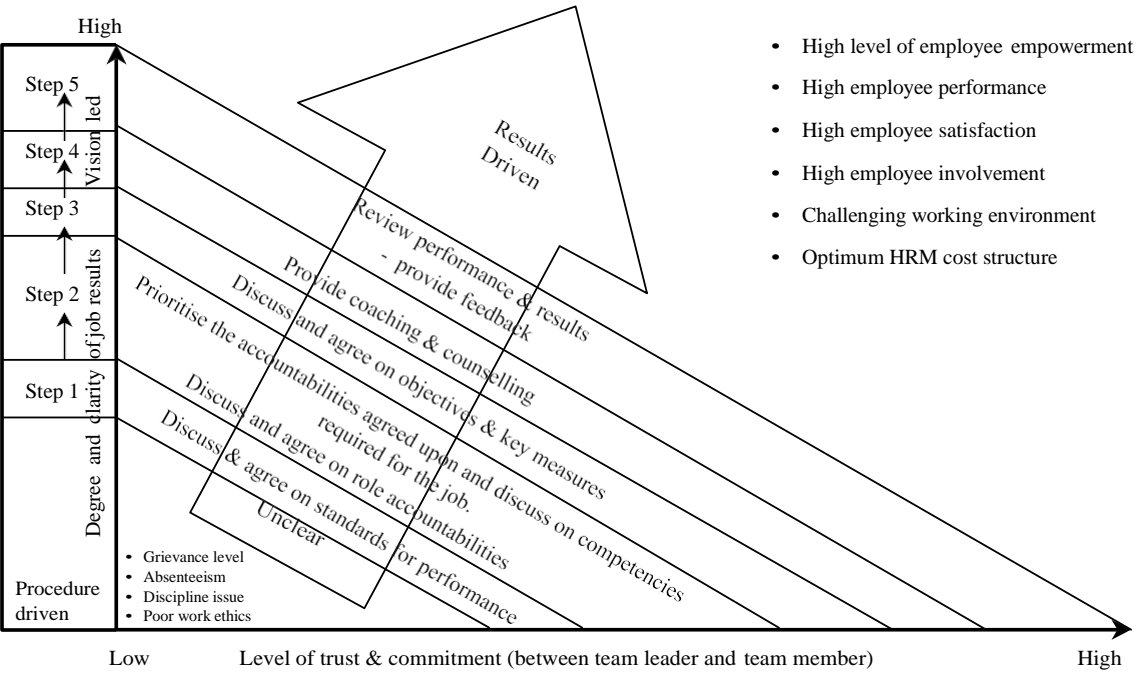
2.3A developmental working environment that is too critical, uncaring and unsupportive of learning on the job will drive staff away.

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3. The Guiding principles for effective Performance Appraisal

The sequence of steps shown below integrates the critical elements of performance planning, monitoring and coaching, performance development and performance appraisal.

Performance appraisal is a communication process that is very dependent on the characteristics of the relationship between team leader and team member, and it is dependent on the clarity of the job expectations or the results to be produced.



If the level of trust and commitment between team leader and team member is low and there is lack of clarity of the results to be produced then, the first step is to discuss and agree on the role accountabilities (key results to be achieved)

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4. Performance Development

The emphasis should be on Performance Planning, i.e., the establishment of Performance Standards and expectations of:

- Work behaviors (Qualitative Assessment) and
- Objectives and targets (Quantitative Assessment)

5. Core Competencies

Evaluation of Competencies (Qualitative Assessment)

Our vision, to be the internationally recognized education at institution in the global economy can only be realised if ICYM is staffed by people with the right competencies. The following are important core competencies identified:

1. Achievement Orientation

- A concern for working well, a bias towards action competing against a standard of excellence. The standard can be one's own performance, challenging goals set by the individual and comparing with the performance of others i.e. a keen sense of competitiveness, always striving to improve.

2. Concern for Quality and Order

- Reflects a deep concern or drive to deal with uncertainty in the work or business environment. Also a concern with the need to maintain or increase order for example, the need for clarity in the roles or strategies of the department, the need to maintain accurate information and quality of date etc.

3. Initiative

- A bias for action and a preference for taking action. For example, a employee may do more than is required or expected in the job or look for new opportunities to improve performance or results.

4. Information Seeking

- A desire to know more about things people or issues. The desire implies making an effort to get more information and not just accepting it "at face value" and also going beyond asking routine questions.

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5. Customer Service Orientation

- A desire to help or serve others, to meet their needs. It means focusing one's efforts and discovering and meeting the customer or client's needs. The customer may be an "actual customer" or "end-user" within the same unit or organization.

6. Impact & Influence

- Reflects the individual's concern with his or her effect on others. It expresses and intents to persuade, convince, influence or impress others in order to get them to support his or her intentions or agenda.

7. Relationship Building

- Working to build or maintain friendly, warm relationships or networks of contacts with people who are or might in the future, be useful in achieving work-related goals. Relationship building may concern one's own organization or with people from other organizations or community.

8. Developing Others

- The primary intent is to teach and foster the learning and development of one or several other persons.

9. Teamwork & Co-operation

- A genuine intention to work cooperatively with others, to be part of a team, to work together as opposes to working separately or competitively.

10. Analytical Thinking

- Understanding a situation by breaking it apart or tracing the implications of a situation in a step- by-step manner. It also includes organizing a situation in a systematic way, setting priorities and identifying time sequences.

11. Conceptual Thinking

- Seeing and understanding a situation or problem as a bigger picture which includes identifying patterns, trends or connections between the problems or situations.
- Identifying and addressing key structural or underlying issues/elements in complex situations using creative or conceptual reasoning/ critical thinking.

12. Flexibility

- Ability to adapt to and work effectively with a variety of situations, individuals or groups.
- Ability to understand and appreciate different perspectives and to cope with rapid changes.

13. Organizational Commitment

- The ability and willingness to align his or her own behavior with the needs, priorities and goals of the organization and act in ways that promotes organizational goals.

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How to participate in a positive manner:-

1. Be ready to produce results and discuss using evidence how you have performed.
2. Everyone has strengths and weaknesses, and steps can be taken to improve areas of weaknesses.
3. Think through how you would rate yourself. Be realistic, you should have solid supporting evidence for any ratings you suggest.
4. Do not expect your team leader to do all the talking – ask questions to learn about yourself.

6. Review of agreed objectives and targets (Quantitative Assessment)

This discussion should confirm what you have already agreed to at the start of the performance period. Some people find this discussion on quantitative assessment easier to discuss and they do this at the beginning of the review period.

7. Training and Development Plan

This part of the discussion with your team leader or coach should focus on the future. The output of the discussion should be detailed statements of what you need to learn in order to do your job better. It should include thoughts on your future career plans.

- Be creative; think of how you can develop over and above conventional training.
- Ensure that your team leader or coach agrees with your development needs and discuss how both of you are going to monitor and review progress.
- Be prepared to give your team leader feedback. Suggest how he or she can help you to be more effective.

8. Closing the discussion

- In closing the discussion, please make sure all the action plans are properly recorded.
- Be open with your team leader how you feel about the discussion.

9. Preparation for the performance development discussion

The questions below are designed to stimulate your thinking and to help you prepare for the performance development discussion. Think about your own personal performance and plans for future improvement. Ask yourself: -

- What are my major accomplishments during the past year?
- What are some aspects of my work that I like best? That I like least?

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- What do I consider to be the important abilities that my work requires?
- Are there changes I would like to see in my work, which would improve my effectiveness?
- What are the ways in which my team leader can help me do better?
- Are all of my capabilities being utilized in my present assignment? If not, how can they be better utilized?
- In what aspects of my work do I feel I need more experience and training?
- What are specific things I need to do in the next year for my own development?
- What have I done for my personal and professional development?
- In what ways would my present assignment prepare me for more challenging assignments and projects

10. Guidelines for the Appraisal Process - Time Table

Stage	Activity	When
1 Performance planning	<ul style="list-style-type: none"> • Agree on objectives and targets • Discuss competencies and behaviors expected • Discuss possible sources of evidence for chosen competencies 	Performance Planning At the start of or before the appraisal period - planning stage
2 Performance coaching	<ul style="list-style-type: none"> • Collate evidence of the application of competencies • Ongoing review and discussion of achievements and progress 	Performance Coaching On going throughout the year
3 Performance evaluation	<ul style="list-style-type: none"> • Agree on the date of the discussion • Clarify objectives of discussion and set the agenda 	Performance Evaluation At least 1 - 2 weeks before the formal discussion
4	<ul style="list-style-type: none"> • Discussion - begin by stating positive matters 	At least one month before the close (or end) of performance period
5	<ul style="list-style-type: none"> • Completed Appraisal Form should be signed by Appraiser and Appraisee • Appraisal Form should be returned to the Manager - Human Resource 	At least 2 weeks before the close (or end) of the appraisal period

This schedule may be varied if necessary



TRAINING AND DEVELOPMENT

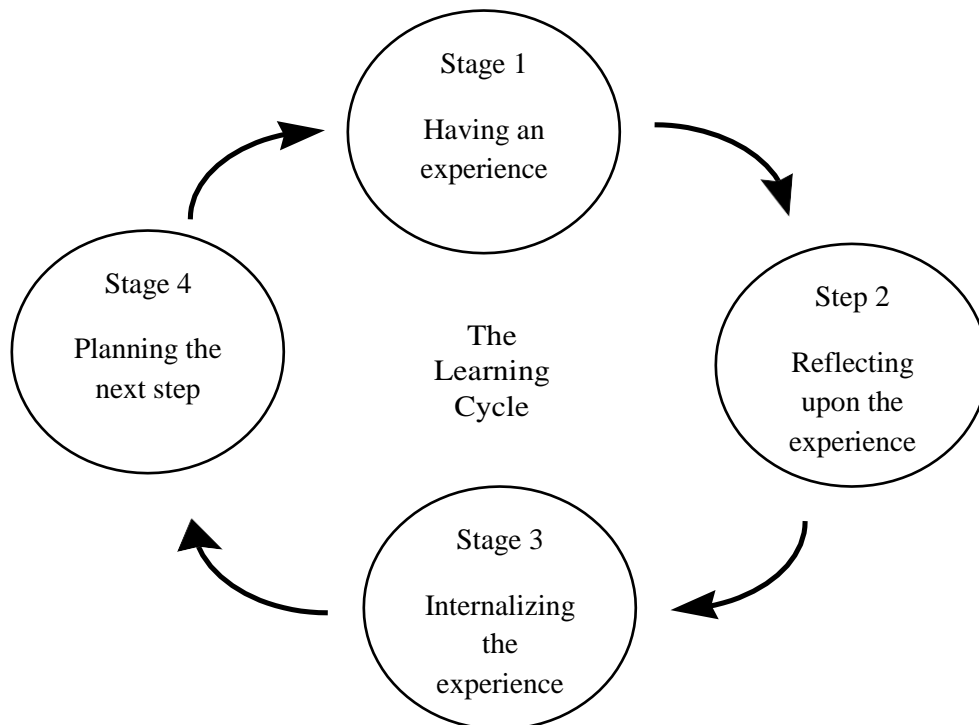
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1. Training and Development

- 1.1. Training provides the knowledge; competencies and attitude that will help staff perform in their assignments. Training has immediate practical application.
- 1.2. Staff Development is designed to assist the staff prepare themselves for future responsibilities of a different nature for higher responsibilities and more challenging assignments.
- 1.3. Improved productivity comes from better-trained and better-motivated staff.

2. Your Training and Development

- 2.1. The greatest opportunities for learning and development occur in the course of day-to-day activities in the job.
- 2.2. Learning from experience is enjoyable and effective. Learning is a life long process and with just a little bit of effort one can internalise experiences and grow with every experience.



(Stage 4. Applying the experience)

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3. The Approach is Systematic and Integrated

- 3.1 Staff training provides the knowledge, competencies and attitude that will help them perform in their current responsibilities. Staff development is designed to assist the staff prepare themselves for future responsibilities of a different nature or a higher degree of proficiency in their present jobs.
- 3.2 The core objective of development and training is to raise the capability of the staff to maximize their contribution to add value to the College.

4. Training and development process

4.1 Needs Assessment

The training and development process begins with a regular assessment of the needs of staff and the organization.

4.2 Selecting a program

Once a training and development objective has been identified, the Head of Department together with the Human Resource Department will then determine the best means of achieving it.

4.3 Implementation

Human Resource will accordingly source the appropriate training and development for the incumbent. This can be done either internally or externally.

4.4 Application

Efforts will be made to ensure that skills and competencies acquired are accordingly applied in their workplace. Regular assessment will be conducted to ensure effective application.

5. Training and Development Programs

- 5.1 Where appropriate Human Resource may seek necessary Training and Development from specialist trainers outside.
- 5.2 You should have a record of your own training requirement and skills development.
- 5.3 Where required, will conduct a Training Need Analysis (TNA) and the Human Resource Department shall also take into consideration recommendations on training need indicated.
- 5.4 Internal Training refers to in-house training programs developed and organised within the Company.

6. Making Best Use of Learning Strengths

Since learning is about improving knowledge, and attitude, you must take active steps in seeking the following learning opportunities:-

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Learning Opportunities

- **On-the-Job Learning**
 - Unplanned learning through current assignment
 - Planned, created learning within current job responsibilities
 - Planned learning through additions to current responsibilities
 - Planned learning through special assignments and projects
 - Planned learning by experience from outside work
 - Planned learning from team leader or colleagues

- **External and Special Learning opportunities**
 - Courses, seminars, conferences and workshops
 - Digital library/resource centre (e-learning)
 - Readings (journals, industry publications and business related publications)
 - Voluntary work

7. External Training and Development

Where appropriate you may seek necessary Training and Development from specialist trainers outside.

SUCCESSION PLANNING AND CAREER DEVELOPMENT

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Succession Planning and Career Development

An effective College requires staff at all levels who are competent and skilled, and capable of contributing to the achievement of business objectives.

ICYM as a service organisation requires the capacity to respond quickly and effectively to customers with care and respect. As such, ensuring that an effective succession and career development plan is in place is critical for the long-term future of ICYM.

1. Potential Assessment of Staff

Potential is a person's ability to do things not done currently or in the past. It is indicated mainly by a person's aptitude, which includes competencies and tendencies to learn new skills and knowledge relatively quickly. Interest and motivation contribute significantly to one's career advancement.

The basis for evaluating potential and judging the likelihood of its realisation is not an exact science and therefore will remain fairly subjective. The following are considerations when measuring potential for the purposes of succession planning and career advancement: -

- Current Competencies and future needs
- Leadership qualities
- Relevant experience
- Good performance record
- Career aspiration - the desire to advance

2. How to develop new skills

Development Planning involves working together with the team leader to identify areas for development, organising learning opportunities and achieving challenging objectives. It very often involves working on tough assignments (tasks) outside on's normal job tasks. You must be prepared to accept extra work.

- Training or development needs should be analysed and expectations clarified. The use of a skills inventory either of the current job or of a future job is usually very effective
- Seek the assistance of your team leader who will organise learning events to assist you in the practice of new skills.
- Your team leader will be very happy to observe and analyse your performance and provide feedback.
- In conducting coaching the team leader will brief you on the purpose and objectives of the learning; how it improves work output and what should be the desired outcome of acquiring the new skill.
- After the learning or practice session, the team leader will provide feedback to reinforce the acquisition of the new skill.

PART B

REST & RECREATION (WORK AND HOLIDAY)

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1. Working Days and Hours

This section covers the official working hours of the employee.

- 1.1. All employees are required to work 5 days a week. However, the Security Guards will work on shift.

Monday - Friday	8.00 am to 5.00 pm
Lunch	1.00 pm to 2.00 pm
Lunch (Friday)	12.15 pm to 2.45 pm

- 1.2 The College may vary this arrangement depending on operational needs of a particular unit and section in order to provide better service to our customers.
- 1.3 The College may require you to work on shift where and when necessary in order to be more effective.
- 1.4 The Sales and Marketing personnel may be required to work at different times during College's promotional activities.
- 1.5 You shall also work on a public holiday or a rest day, or work overtime and attend to emergency work in excess of the normal work hours on any given day when requested and approved by your superior. This is the nature of being dedicated and committed to the mission of the College.

2. Time Recording

- 2.1 Employees should thumb-in when coming to work and thumb-out when finished work. Time recording should be done at the recorders based at designated areas. Time recording should be done by the employee own self.
- 2.2 Employees are prohibited to wait at the time clock machines before the end of working time.

Employees unable to thumb-in and out due to official work outside the working place need to apply on-line the respective Official Meeting Leave/Business Trip Leave.

Note: Official Meeting Leave is meeting held in Melaka

Business Trip Leave is meeting held outside Melaka

The “**Borang Khas Tidak Merakam Kehadiran**” is needed to fill-up in the event the time recording machine unable to detect your thumb print and if the machine breaks down.

Note: Employees who are late for work more than 3 times in a month will be given a show cause letter. In the event of non-valid reasons, a warning letter will be issued.

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3. Public Holidays

The College observes all Public Holidays gazetted by the Federal Government and the Government of the respective States (including Federal Territory) in which the employee is stationed.

When a public holiday falls on the nominated rest day, the College will declare the next normal working day as a holiday in lieu.

When necessary, the College may require a employee to work on a public holiday. Employees that are required to work on a Public Holiday will be compensated in accordance with the Employment Act 1955.

Approval for ungazetted public holidays shall be at the sole discretion of the College. All employees should be informed of such holidays.

Any employee who is absent from work on the working day immediately before or after a public holiday without the prior consent of his employer should not be entitled to any holiday pay unless he has a reasonable reason for such absence.

LEAVES

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This section covers the entitlement, application and scheduling of the following types of leave: -

1. Annual Leave
2. Medical Leave
3. Marriage Leave
4. Maternity Leave
5. Paternity Leave
6. Examination Leave
7. Compassionate Leave
8. Half Day Leave
9. Leave without Pay
10. Haj Leave

1.0 Annual Leave

1.1 All employees are entitled to annual leave. The period for annual leave is based from 1st January to 31st December of each calendar year.

1.2 Employees who have not completed 12 months of continuous service in one year are only entitled to annual leave on a pro-rated basis.

1.3 Eligibility for annual leave are as follows:-

ADMINISTRATION EMPLOYEE				
Level	0 – 2 years service	3 – 5 years service	6 – 10 years service	11 years service and above
Special Grade	20	24	28	30
General Manager	14	18	22	26
Senior Manager	12	16	20	24
Manager				
Senior Executive				
Executive				
Assistant Executive	10	14	18	22
Administrative Assistant				
Supporting Staff (Security Guard & Cleaner)	8	12	16	18
ACADEMICIAN				
Lecturer /ADC Instructor	12	16	20	24
Vocational Training Officer	12	16	20	24
Asst. Vocational Training Officer & Assistant	10	14	18	22

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- 1.4** Employees are entitled to carry over fifteen (15) days of the annual leave entitlement not consumed in the year of eligibility to the following year. However, if such carried over leave is not consumed in the following year of eligibility, the carry forward leave is to be automatically forfeited.
- 1.5** Employees are strongly recommended to consume all the annual leave entitled within the same year of eligibility.
- 1.6** Employees must get prior approval from their superior when taking annual leave. No employees can go on leave until the leave is approved by the Head of Department/Superior. If taken prior approval the leave taken is considered as unpaid leave.
- 1.8** Application for leave should be as follows prior to the date of the planned leave.

No. of Days Applied	Notice Required
1 to 3 days	3 working days
More than 3 days	7 working days

1.9 Procedure for Applying Annual Leave

Level of Staff	No. of Days Applied	Notice Required	Mode of Application	Recommendation By	Approval By
CMC and employees who report to the CEO	1 to 3 days	3 working days	On-line and A/L form	Not relevant	CEO
	3.5 days or more	7 working days	On-line and A/L form	Not relevant	CEO
All	1 to 3 days	3 working days	On-line only	Unit Head (if there is)	HOD/Head of Division
	3.5 days or more	7 working days	On-line and A/L form	Unit Head & HOD	CEO

2.0 Medical Leave

- 2.1** An employee is entitled to paid medical/sick leave in each calendar year (where no hospitalization is necessary) as follows:

Years of service	No of days
Less than 2 years	14
More than 2 years but less than 5 years	18
More than 5 years	20

- 2.2** An employee that is advised to go on medical leave by a doctor from the College's Panel of Clinics has to inform College within 24 hours of the commencement of the medical leave. When the employee returns from medical leave, he is required to apply online and to submit his Medical Leave Certificate (MC) to the Head of Department for verification within twenty-four (24 hours) after he returns to work before submission to the Human Resource Department.

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2.3 The Human Resource Department will inform employee who have fully utilised their leave entitlement for the year and may then proceed to do the following: -

- a) Deduct the excess leave from their annual leave entitlement, or
- b) Consider the access days taken as no pay leave, if the annual leave has been exhausted.

2.3 The College will only recognise medical leave which is certified or endorsed by the Government Medical Officer or Hospital Assistant or registered Medical Practitioner or registered Dental Surgeon.

2.4 An employee who absents himself on sick leave: -

- i. Which is not certified by registered medical practitioner, medical officer or does not attempt to inform the College of such sick leave within forty-eight (48) hours of the commencement thereof, should be deemed to absent himself from work without permission and without reasonable excuse for the days on which he/she is so absent from work. For this purpose, the employee is not entitled to pay sick leave for such period.

3.0 Hospitalization Leave

3.1 Where hospitalization is necessary, the entitlement is sixty (60) days per annum regardless of period of service. A further extension may be granted at the discretion of the College.

3.2 Where the College's Panel Doctor or medical officer recommends hospitalisation and the employee is not hospitalised for any reason whatsoever, the employee's leave during such period should be deemed to be hospitalisation leave.

3.3 Application for hospitalisation leave should be made in writing to the Human Resource Department through the Head of Department. All applications must be accompanied by a recommendation letter from the attending doctor/specialist unless in emergency cases.

3.4 If the employee is still not fit for work at the end of the hospitalisation leave, then he/she may be deemed unfit for duty and may be considered to be medically boarded out.

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3.5 Prolonged Illness Leave: -

- i. Application for medical leave from employee afflicted with mental illness or other illnesses requiring prolonged treatment (such as tuberculosis, cancer, leukemia, AIDS, poliomyelitis, leprosy or cerebral thrombosis) which is certified by a Panel Doctor or Government Medical Officer or Hospital Attendant may be granted full paid leave up to a maximum of three (3) consecutive months, followed by another three (3) months medical leave with half pay and followed by another six (3) months medical leave without pay.

Such approval should be decided on a case-to-case basis and prolonged illness leave granted may vary from case-to-case.

In specific circumstances, based on medical reports and advice submitted by a Panel Doctor, the College should at its discretion grant due consideration, on a case-to-case basis to other prolonged illnesses.

- ii. Upon full recovery, the employee should resume work provided that he produces a letter from the Government Medical Officer or Hospital Attendant. If the recovery is unsatisfactory, the College may terminate his services on medical grounds.

3.6 Medical Boarding Out

If the employee is unable to perform his duties after prolonged illness leave, the College should consider medical boarding out of the employee without further compensation.

The employee may be medically - boarded out (MBO) after examination based on the recommendation by a doctor or specialist from the company's panel clinic.

The relevant Head of Department together with the Head of Human Resource should consider the recommendation and submit their decision to the Chief Executive for approval.

4.0 Maternity Leave

- 4.1** All female employees should be entitled to fully pay maternity leave of sixty (60) consecutive days in respect of the first five (5) confinements while under the employment of the College. Non-pay leave will be granted by subsequent confinements.

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4.2 Leave of absence due to any illness or miscarriage during the first 28 weeks will be considered as normal sick leave.

4.3 A female employee applying for maternity leave should submit the Leave Application form together with the doctor's certification of the expected delivery date to Human Resource Department through her Head of Department by the 7th month of her pregnancy.

4.4 The employee should update Human Resource Department and the Head of Department on any changes in the above.

5.0 Marriage Leave

5.1 Two (2) working days in continuous sequence to the day of marriage for a confirmed employee on the occasion of his/her own and first marriage.

5.2 An employee should apply Leave Application online and submit the Invitation Card (if any) to Human Resource Department through their Head of Department at least seven (7) working days prior to the date of the planned leave

6.0 Paternity Leave

6.1 Three (3) working days in the event of the birth of his legal child.

6.2 Application should be made online.

6.3 If circumstances do not allow the employee enough time to apply for leave under normal procedures, the employee should inform his immediate superior at the earliest.

6.4 Upon his return from such leave, the employee should apply online and submit the relevant supporting documents to his Head of Department for approval. The document (birth certificate) is to be submitted to Human Resource Department for updating purposes.

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7.0 Compassionate Leave

- 7.1** All employees are granted with paid compassionate leave (7) days accumulated in a year due to the following reasons or situations:
- 7.1.1 Three (3) days continuously in the event of the death of immediate family members such as spouse, son, daughter, mother, father, mother-in-law or father-in-law and siblings (biological).
 - 7.1.2 Two (2) days continuously in the event of the hospitalization of immediate family members such as spouse, son, daughter, mother, father, mother- in-law or father-in-law.
 - 7.1.3 Two (2) days continuously in the occurrence of natural disaster such as flood or fire.
- 7.2** If circumstances do not allow the employee enough time to apply for leave under normal procedures, the employee should inform his immediate superior at the earliest opportunity.
- 7.3** Upon his return from such leave, the employee should apply online and submit the relevant supporting documents to his/her Head of Department for approval. The document (death certificate or burial authorization) is to be submitted to Human Resource Department for verification purposes.

8.0 Examination Leave

- 8.1** Employee should get prior consent of furthering studies from College.
- 8.2** Any employee who is nominated by the College to further study may be granted examination leave (a maximum of 10 days per year)
- 8.3** Application should be made on-line and the supporting document (examination's time table) to be submitted to Human Resource Department through Head of Department at least three (3) working days prior to the date of the planned leave.
- 8.4** This applies only to the days on which the exam is held and only when the time of the exam falls within the normal working hours.

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9.0 Half Day Leave

An employee may apply for half day leave on-line when they need to be away for a period of full half day. Application should be made 3 (three) working days prior to the date of the planned leave.

Type of Leave	Leave Hour	Working Hour
Morning	8.00 am – 1.00 pm	2.00 pm – 5.00 pm
Afternoon	2.00 pm – 5.00 pm	8.00 am – 1.00 pm

10.0 Leave without Pay

The College may at its discretion, grant an employee leave without pay on important personal grounds, provided the employee has exhausted his/her annual leave. However, employee are not encouraged to take leave without pay unless under extenuating circumstances.

11.0 Haj Leave

Applicable for Muslim employees who have served at least 5 (five) years in the College. Haj leave will amount to 40 (forty) days with full pay and should be accorded only 1 (one) time.

OVERTIME (ADMINISTRATIVE SUPPORT ONLY)

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Revision No:	0
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1.0 Overtime

1.1 Overtime is defined as time worked in excess of normal working hours during normal workdays, or time worked on Saturdays. Non-management employees may be required by management to work overtime. They are then entitled to overtime pay **provided prior directive has been given by the appropriate Head of Department** for such work to be done on paid overtime.

1.2 Overtime rates are as follows: -

a) Normal Workday / Saturday (Rest-day)	1.5 x Normal Hourly Rate
1 Rest Day (Sunday) & Public Holiday - Not in excess of Five Hours of work - 5-8 hours of work - In excess of 8 hours	½ day salary 1 day salary 2.0 x hours work
2 Public Holiday - Not in excess of Eight Hours of work - In excess of 8 hours	2 days salary 3.0 x hours work

2.0 Computation of Overtime

2.1 All fraction of an overtime hour should be rounded off to the nearest 1/4 of an hour.

2.2 Meal breaks taken during overtime are not included in the period of overtime.

2.3 Maximum overtime allowed per employee per month is 104 hours.

3.0 Application

Eligible employees that have worked overtime should be required to complete the Overtime Claim Form. The employee should fill in his Name, Employee Number, Department, the date(s) and hours of overtime worked in the Form. All overtime work done should be checked by the respective immediate superior and approved by the respective Head of Department.

4.0 Processing

Completed Overtime Claim Forms should be submitted to the Human Resources Department by the 8th of each month. Late submission of overtime forms will be processed in the following month.

BENEFITS AND ALLOWANCES

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1.0 Further Studies and Training Programs

Any employee that is selected to pursue to studies and program with any university in Malaysia are eligible for College sponsorship. The employee must be at least in two (2) years of service. Please refer to the terms and conditions at the Human Resource Department.

2.0 Attending Seminars/Conferences

Any lecturers who wish to attend work related seminars/conferences may get approval from the Management and for the entitlement of attending the seminars/conferences, please refer to the table below:

Category	Frequency	Allocation
Participant	Limited to once a year	Max. RM500 per participant
Presenter	No Limit	Max. RM500 per person per year. Any extra charges to be borne by the respective individual

Accommodation allowances are based on eligibility rate.

3.0 Mileage Claims

Mileage claims will be reimbursed when an employee travels for college's duty in their private vehicle. Private vehicle is the option when the college's vehicles are exhausted.

Mileage claims will include travelling to attend meetings, training courses, seminars and conferences if instructed by the College.

An employee should claim for journeys performed on official duty on "per journey basis" which is defined as "take off from base station or home (whichever is nearer) to project/site/destination/training venue and return".

The College should reimburse all traveling expenses including toll and parking charges incurred by employee while on official duty outside the home office based on the rates stated below:

Distance	Rate
1 – 500 km	60 cents/km
501 – 1000 km	55 cents/km
1001 – 1700 km	45 cents/km
1701 km and above	40 cents/km

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An employee using public means of transport for traveling on College's business should be reimbursed the expenses or the actual fares incurred.

If employee is travelling in a group by taxi, only one person can claim.

The College should reimburse claims supported by receipts for any parking fees, toll and ferry charges incurred by the employee during the course of his work. Should there be no receipts, he should be reimbursed upon verification by the immediate supervisor.

When traveling by air, employee should be entitled to the following:

AREA	POSITION	CLASS OF
Domestic Destination	CEO	Business Class
	General Managers	Economy
	Others	Economy
International Destination	CEO	Business Class
	General Managers	Economy
	Others	Economy

1.0 Outstation Allowance

Any employee who is required to travel on company's matters is eligible for the following allowances (do not involve overtime pay).

1.1 Meal Allowance

An employee or lecturers on official duty outstation for more than 9 hours but less than 24 hours is eligible to claim a daily allowance which will amount to half of his meal allowance, as in the table below.

ADMINISTRATION EMPLOYEE	
Level	Meal Allowance (RM)
Special Grade	115.00
General Manager	100.00
Senior Manager, Manager	85.00
Assistant Manager	70.00
Senior Executive	60.00
Executive	45.00
Assistant Executive	40.00
Administration Assistant	35.00

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Meal Allowance (continued)

ACADEMIC EMPLOYEE	
Level	Meal Allowance (RM)
Principal Lecturer/Senior Lecturer/Vocational Training Officer	80.00
Lecturer Grade 1/Vocational Asst. Training Officer	60.00
Lecturer Grade 2/Vocational Training Assistant	45.00

1.2 Accommodation and Lodging Allowance

An employee or lecturer on official duty outstation who requires lodging is eligible for hotel or lodging claims. Any such claims must be supported with receipts. For further information refer to the rates below:

ADMINISTRATION EMPLOYEE		
Level	Hotel Rate (RM)	Lodging allowance (RM)
Special Grade	Actual (spr. room)	80.00
General Manager	Actual (std. room)	75.00
Senior Manager/Manager	200.00	70.00
Asst Manager/Senior Executive	180.00	60.00
Executive	160.00	55.00
Assistant Executive	100.00	35.00
Administration Assistant	80.00	30.00
ACADEMIC EMPLOYEE		
Principal Lecturer/Senior Lecturer/Vocational Training Officer	200.00	70.00
Lecturer Grade 1/Vocational Asst. Training Officer	180.00	60.00
Lecturer Grade 2/Vocational Training Assistant	160.00	55.00

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1.3 Cash Advance on Official Duty Outstation

Employees who are scheduled to travel outstation are entitled to an advance of eighty (80) percent of the total daily allowance prior to the travel. Immediate Superior/Divisional Head is to verify the advance and the final approval is by the Chief Executive Officer of the College.

RETIREMENT AND EPF

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1.0 Retirement Age

The retirement age for employees should be at 60 (sixty) years old for both male and female.

Reemployment of an employee after his/her retirement should be at the discretion of the College provided the employee is certified as medically fit.

2.0 EPF Contribution

2.1 The College and the employee will be jointly liable to contribute to this fund as per statutory rates set by EPF.

2.2 For employees who receive salaries below RM5,000 per month and those below 55 years of age, the new contribution rate is as follows:

- Employee 11% of basic salary will be deducted
- Employer 13% of basic salary (an increase of 1%) will be contributed

However, employees who receive salary >RM5,000 per month the contribution rate is as follows:

- Employee 11% of basic salary will be deducted
- Employer 12% of basic salary will be contributed

2.3 Employees who are >60 years old, regardless of the basic salary, the contribution rate is as follows:

- Employee 0%
- Employer 4% of basic salary will be deducted.

MEDICAL AND HEALTH CARE (ON HOLD)

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1.0 Introduction

This section covers medical coverage entitlement for Group Hospitalisation and Surgical Policy, the list of the College's Panel of Clinics/Hospitals, medical examination, medical treatment by College's and non-College's Panel of Clinics, specialist treatment and hospitalisation, reimbursement of medical bills and the maintenance of medical records.

2.0 Employee Entitlement

2.1 The Company should provide the following medical benefits and services to all employees and their eligible dependents (for the male employee, coverage is given to their non working spouse and children below 18 years of age and for the female employee, only children below 18 years of age will be covered):

- (i) Medical consultations and treatment provided by the Company's Panel Doctors or consultations and treatment by a Specialist at the Government Hospital upon the recommendation of the Company's Panel Doctor together with a letter from the Company.
- (ii) Medicines prescribed by a Panel Doctor, or a Government Medical specialist, upon the recommendation of the Company's Panel Doctor.
- (iii) All diagnostic tests by the Company's Panel Doctor, for the purpose of treating the illness.
- (iv) The cost of the medical treatment for employee only is limited to only RM30 per treatment. Extra cost involved will be deducted from the salary.

2.2 Out-Patient Treatment

- (i) In cases of emergency, a employee may receive outpatient treatment from any registered medical practitioner and the employee should submit claim to the College by submitting the Medical Claim form together with the relevant receipt to Human Resource Department.
- (ii) Employee is entitled to get outpatient medical treatment for himself/herself at the company's panel clinic.

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2.3 List of College's Panel of Clinics/Hospitals

Human Resource Department should inform employees on the updated List of Panel of Clinics/Hospitals when necessary including all particulars of the clinic/hospital such as the clinic/hospital names, address, telephone number and operating hours.

List of College's Panel Clinics is as follows:

Poliklinik Hidayah
 No. 4, Jalan Mutiara Melaka 2
 Taman Mutiara Melaka
 Batu Berendam
 75500 Melaka
 (Dr Ahmad bin Abdul Wahid)
 Tel: 06-3172214

Operating Hours:

Mondays to Saturdays:

8.00 am – 1.00 pm

3.00 pm – 6.00 pm

8.00 pm – 10 pm

Sundays:

6.00 pm – 10 pm

Note: The appointment of Panel Clinic is on hold at the moment.

3.0 Medical Examination

- 3.1 All successful candidates/new employee is required to undergo a pre-employment medical examination to determine whether they are fit for employment at their own expenses.
- 3.2 The doctor performing the medical examination should submit the medical report to Human Resource Department.
- 3.3 Human Resource Department should review the medical report to determine whether the employee is medically fit for employment.
- 3.4 The medical examination report received should be recorded by Human Resource Department and the report filed in the respective employee's Personal File.

4.0 Medical Treatment by Panel of Doctors

- 4.1 An employee seeking medical treatment at a College's panel clinic should be required to produce the authorised Medical Card. If the employee is without the card, he should be required to advance the payment for the treatment when requested by the clinic and submit medical claim to the Human Resource Department.

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5.0 Specialist Treatment & Hospitalisation

- 5.1** Any employee seeking specialist treatment or hospitalisation should obtain a Letter of Referral from the company's Panel of Clinics, except in the case of emergency.
- 5.2** The Letter of Referral should be presented to Human Resource Department for the issuance of a Letter of Guarantee.
- 5.3** The College should issue a Letter of Guarantee to the referred Government/ Hospital. **Note: The issuance of GL is on hold at the moment.**

6.0 Medical Treatment by Non-Panel Clinics

In the case of an emergency where the services of a doctor from the College's Panel Clinics are not available, an employee may seek medical treatment from any registered medical practitioner. The employee will be required to pay for the medical treatment bills and claim reimbursement from the College

In exceptional cases where after a reasonable period of treatment by the College's Panel of Clinics the employee's health has not shown any improvement, the Clinics will issue referral letter to allow the employee to consult a specific registered medical practitioner/specialist.

7.0 Exclusions of the Policy

The College should not pay for the cost of the following: -

- 7.1** Any hospitalisation confinement or surgical operation which has not been previously recommended by a legally licensed physician or surgeon appointed by the College.
- 7.2** Medical or surgical or other appliances, including spectacles or glasses.
- 7.3** Suicide or attempted suicide, while sane or insane or intentionally self-inflicted injuries.
- 7.4** Direct participation in riot or civil commotion; insurrection or way or act of war of fulltime service in any of the armed forces.
- 7.5** Private flying except as a passenger in any commercial or chartered airline licensed to carry passengers.
- 7.6** Any dental work, dental treatment, eye examinations, hearing aids or the fitting of any thereof, or cosmetic surgery, plastic surgery.
- 7.7** Rest cure, venereal disease, AIDS, cancer, sterilization, nervous or mental diseases or disorders.
- 7.8** Any expenses relating to abortion, miscarriage, whether natural or accidental and all complications there from, sub-fertility and infertility.

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7.9 Any expenses incurred in respect of illness, injury or disablement, arising from any fault, carelessness, indiscretion of the employee, participation in or attending any hazardous sport, pursuit or pastime; the performance of any unlawful act; exposure to any unjustifiable hazards, except when endeavoring to save human life; provoked assault, the use of drugs not medically prescribed, congenital anomalies; excessive use of alcohol; or any breach of the peace or disorderly conduct.

7.10 Charges for telephone and television services during hospitalisation.

7.11 Any expenses for treatment in mental cases, which have been certified by a Government doctor in charge of mental case.

8.0 Maternity Allowance

Female employees and the spouse of the male employee (coverage is given to their non-working spouse) are entitled to claim for maternity costs up to RM750.00. This allowance applies only for employees with maximum of five (5) surviving children at the time of confinement. The children in this section mean all natural children irrespective of age. (All children of employees from current and previous marriages).

Note: The above medical benefit is on hold at the moment.

EMPLOYEE INSURANCE

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1.0 Introduction

This section covers the College's Group Term Life and Personal Accident (PA) and Social Security Organisation (SOCSO) coverage under the Employee's Social Security Act.

2.0 Employee Insurance

1.2. All employees will be covered under the Group Personal Accident Insurance. Under this scheme all employees are covered 24 hours worldwide coverage, against all type of accident in the course of business or pleasure including on or off the job, subject to the exclusion in the terms and conditions of the policy

This insurance covers only for the death or disablement which is solely and directly caused by accidental bodily injury.

The details of quantum of coverage are as follows:

Level	Amount
Head of Division	RM100,000 + medical expense RM750 + funeral expense RM1,000
Head of Department/Executive/Lecturer	RM50,000 + medical expense RM750 + funeral expense RM1,000
Asst Executive/Instructor	RM30,000 + medical expense RM750 + funeral expense RM1,000
Admin asst/General worker/Security Guard	RM15,000 + medical expense RM500 + funeral expense RM1,000

2.2 If you are eligible as stipulated by the Social Security Act, 1969 (Act 4) then you will be further insured under the SOCSO Insurance Scheme.

PERQUISITES

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1.0 Company Car

- 1.1 Employee provided with company car should take good care of the car. The College will bear all expenses relating to maintenance and repairs. Speeding tickets are however not be covered by the College.

QUALITY OF WORK LIFE

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Quality of Work Life

Through the practice of communication and the provision of social and recreational facilities, ICYM's Management is committed to provide a motivating work environment.

1.0 Communication

At ICYM, we are committed to keeping everyone informed. Open communication is encouraged at all levels. While circulars through intranet and memorandum are used to communicate policies and instructions, many other communication channels such as the following are necessary: -

- Communication meetings
- Employee Opinion Surveys
- Suggestion programs

Communication and teamwork are features of work life that help employee build closer relationships.

2.0 Suggestion Programs

ICYM's suggestion programs are intended to enable all employees to contribute towards the improvement of ICYM's effectiveness and efficiency.

If your suggestion is accepted and implemented there will be appropriate recognition but the objective of making suggestions for improvement should be for the benefit of all, not merely for self. You have to think like a business leader and be committed to your efforts to improve ICYM as a whole.

3.0 Social and Recreational Activities

ICYM encourages social and recreational activities among the employee to promote good health and positive employee relations.

At ICYM, we encourage active participation in all activities organised for the employee.

CODE ETHICS AND PROFESSIONAL ACCOUNTABILITY

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1.0 Office Dress Code

1.1 Male employee

Male employee must maintain neat hairstyles at all times and the length of hair should not exceed the collar. T-shirts, jeans, shorts, sandals, slippers and denim based or leatherwear are not allowed.

1.2 Female employee

Female employees are expected to dress in smart, proper, comfortable attire suitable for office wear. T-shirts, jeans, shorts, culottes, micro mini skirts, sandals and slippers are not allowed. Acceptable footwear is court shoes and covered footwear.

2.0 Uniforms

- 2.1 The College will provide uniform to the following categories of employee. The College should determine the design and type of uniform.

Cleaner/ Driver/Security Guard	2 sets per year
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- 2.2 All uniformed employee provided with such uniform should wear such uniform at all times during working hours. Failure to wear such uniform should be construed of misconduct and the employee should be liable to disciplinary action by the College.
- 2.3 All employee required to wear uniform should be given 2 sets of uniform on confirmation of employment. Thereafter, uniform will be replaced as and when necessary up to a maximum of 2 sets per calendar year starting 1st January of the year following the year in which the employee was confirmed.

3.0 Absent Without Leave

If a employee is absent for more than 48 hours or more than two (2) consecutive working days without leave from the College, the employee is deemed to have left the College on his own accord.

EMPLOYMENT CONTRACT

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1.0 Probation and Confirmation

All employees should undergo a probation period of at least six months from the date of appointment. The probation period serves to assess the employee's suitability in performing the tasks assigned to them by the organisation.

At the end of the probation period, an appraisal will be conducted on the employee's performance by the immediate supervisor. Arising from this process the employee may either receive a confirmation as a contract worker, recommended for extension to probation period, or be terminated on the grounds of unsatisfactory performance.

The College reserves the right to extend the probationary period for a further three (3) months, or a period as specified by the College, and such extension should be given in writing after the expiry of the probationary period.

During the probationary period either party may terminate the employment by giving 14 (fourteen) days notice or pay 14 days salary-in-lieu of notice.

2.0 Promotion

The College maintains a policy to promote employees depending on requirement and solely at the College's discretion.

Each promotion is recommended by the immediate superior and seconded by the Divisional Head. Final approval of promotion will be decided by the Chief Executive Officer.

3.0 Termination/Resignation of Employment

For confirmed employee, the period of notice of termination of service or pay-in-lieu of notice by either party should be as per the Offer of Employment. In the absence of the clause in the Offer of Employment, the following should apply:-

Years of service	Notice period
During probation	14 days
After confirmation	1 month

For lecturers, both parties agree that in the interest of the students, resignation notice shall be tendered with the foresight that the lecturers leave only at the end of the semester or he or she has completed the syllabus.

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If an employee is found guilty of misconduct, the College after due enquiry, may terminate the services of the employee without compensation and the employee should be entitled to only the amount of salary and allowance (if any) due to him up to the time of such termination.

The College may at any time terminate the employment of any employee that is subsequently found to have not disclosed information pertaining to his health in the Application for Employment or is found to have given false information pertaining to himself during his application for employment/position with the College.

All items, documents, keys, name tag, employee handbook, etc belonging to the College must be returned to the College when the employee ceases to be in employment of the College.

5.0 Code of Conduct

5.1 All employees should be required to observe and adhere to the following:

- 5.1.1 At all times to faithfully and diligently perform such duties and accept such responsibilities as may from time to time be assigned to you by the college and at all times to promote and advance the interest of the college.
- 5.1.2 To obey and comply with all orders and directions given to you by the college and to faithfully observe all the rules, regulations, procedures, practices and policies of the college, whether expressed or implied.
- 5.1.3 Not at any time to be guilty of any act or conduct causing or calculated to cause damage to the college, its property and reputation.
- 5.1.4 Not at any time during the period of this appointment or thereafter, to disclose or divulge any secrets, transactions or information in or relative to the college's business and in any products developed by the college which may come within your appointment by the college and which should not be disclosed, divulged or made public, save in the course of your duties.
- 5.1.5 Expected to provide services full-time for the college only. If you intent to engage in any other employment, trade or business, you must obtain written permission from the management.
- 5.1.6 All products created or developed or licensed to be used by the college, should be and remain the property of the college.

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6.0 Secrecy and Confidentiality

If a member of employee or independent contractor commits a breach of secrecy or confidentiality in respect of information, office records and/or documents made available to him/her in the course of his/her work, his provision of services with the college will be terminated immediately.

7.0 Station/Transfer

You are subject to be transferred to any of the other department in KYM or subsidiary of affiliate Company at the discretion of the College. You are also subject of being assigned to different designation in accordance to the needs arises from the College.

8.0 Variation/Amendment of Terms and Conditions

The Management reserves the right to vary the terms and conditions set out herein by way of circulars and/or email.

EMPLOYMENT DISCIPLINE

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1.0 The College believes: -

- 1.1 That rules of conduct are necessary for the orderly operation of the College and that fair and impartial application of these rules strengthens employee morale.
- 1.2 That most employees will comply with the rules of conduct if they know the rules and the reasons for them.
- 1.3 That proper employee discipline is best achieved and maintained by applying the yardstick of fair play.
- 1.4 That it is the responsibility of each member of the employee to help each employee under his supervision succeed in his present job and develop to his fullest potential.

2.0 Practice

- 2.1 Reasons for Disciplinary Action include but are not limited to the following: -
 - 2.1.1 Substandard job performance
 - 2.1.2 Antisocial acts off the job if such acts reflect on the College.
 - 2.1.3 Violation of a employee Agreement and/or any Government Labour regulations;
 - 2.1.4 Any act of proven misconduct.

3.0 Who is Responsible?

- 3.1 Immediate superiors are responsible for: -
 - 3.1.1 Assuring that all employee are aware of and understand the requirements of the job assigned to them.
 - 3.1.2 Cautioning and counseling the employee for any substantial job performance and giving a chance to improve (except in instances of acts of discipline whereby immediate disciplinary action must be initiated).
 - 3.1.3 Reviewing all the facts of a case and applying the "Yardstick of Fair Play".
 - 3.1.4 Assuring that all disciplinary actions are commensurate with the offence.
 - 3.1.5 Assuring that all disciplinary actions are conducted in a dignified, tactful and private manner.
 - 3.1.6 The authority to initiate disciplinary action is vested with the immediate superior/manager.

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4.0 Categories of Disciplinary Action Progressive Discipline

In a progressive disciplinary system, penalties for misconduct become increasingly severe until the ultimate punishment of dismissal is used. The following illustrates the penalties used in a progressive disciplinary system:-

- (i) Advice letter for first offence
- (ii) Written Warning issued
- (iii) Pay cut
- (iv) Demotion
- (v) Dismissal

4.1 Oral Warning (Without formal documentation)

The most frequently used measure for disciplining a employee for a minor infraction is an informal "talking to" by the immediate superior/departmental head. No formal record of the oral warning is placed in the employee's personnel file.

4.2 Written Warning (With documentation in personnel file).

For a more serious or repetitive occurrences, the reprimand, written and signed by the immediate superior, should be read to or by the employee, who then sign the reprimand. If the employee refuses to sign, then 2 employee members of comparable ranking/seniority will be invited to witness that the reprimand is addressed to the said employee. The employee is advised that the reprimand will be entered in his personnel file.

4.3 Final Warning

When the occurrence is serious or recurrent and could, if it occurs again, lead to suspension or termination.

2.0 Suspension or Termination

- 2.1** Termination is a serious action. However, there will be occasions when this may be necessary in the event of continued offences after warning or a very serious violation. When this occurs, and before such action is initiated, the Head of Department should immediately contact the Human Resource Department for further counsel on appropriate action. Appropriate action may mean suspension for a definite time pending further investigation, which will allow time to weigh the facts or it may mean that immediate termination is indicated. Managers should document all actions, co-ordination and decisions regarding the suspension and/or termination.

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- 2.2 The above is not a policy. It is only a guideline procedure for Immediate Superiors and Managers to ensure that the Policy is implemented consistently and systematically.
- 2.3 Discipline is necessary to stop counter-productive behavior or to get rid of behavior not desired. Corrective action (including punishment) must be meaningful and taken for positive reasons.
- 2.4 Heads of Department are encouraged to discuss job performance/conduct with every employee under their charge regularly.

3.0 Value of Counseling

- 3.1 When and where necessary, Head of Department should counsel employee who do not perform well. The sooner the affected employee is counseled, the easier the Head of Department has made it for the employee to improve. It also eases the conscience of management to initiate disciplinary action on employee who fails to respond to his Head of Department's counsel.
- 3.2 Managers are advised to follow the guidelines in the spirit that the interests and rights of the College and management and the employee are respected.
- 3.3 Whenever in doubt, please contact the Head of Department or the Human Resource Department.

EMPLOYMENT GRIEVANCE

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1.0 Introduction

It is fundamental to maintain harmonious and cordial employer-employee relations in the working environment of the College. Any misunderstanding or sign of a possible conflict must be skillfully handled from the lowest level and earliest instance possible. There should be a free and proper discussion to clear the misunderstanding and/or to resolve the possible conflict.

2.0 Practice

All grievances and/or grouses should be attended to directly by the management or Head of Department concerned from the moment they are brought to his attention or as he is aware of them.

3.0 Definition

A grievance is defined as a complaint or dissatisfaction lodged by a employee with regards to the terms and/or conditions of his/her employment or work environment with his/her superiors and which has not been settled or clarified to the satisfaction of the employee concerned.

4.0 Procedure

- 4.1 Within 3 working days of the grievances arising, the employee should approach the Head of Department to whom the employee is responsible
- 4.2 The College and the employee agree that if the matter is not settled within a further 3 working days, an opportunity will be given to the employee to write to the Human Resource Manager regarding his concerns.
- 4.3 The Human Resource Manager will arrange a meeting with the employee within next 5 working days. If employee still not satisfied with the decision from Human Resource, employee may within 5 working days request a meeting with the Chief Executive Officer to hear his concerns.
- 4.4 After the meeting, the Chief Executive Officer should hand down his/her decision on the matter within 7 working days of such meeting. The decision of the Chief Executive Officer should be final for the purpose of such grievance in the College.

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4.0 Time Limits For Grievances

5.1 Any grievance, which is not presented by an employee to his Head of Department within 3 working days of the date of occurrence of alleged grounds for complaint should not be considered.

5.2 In each step of the grievance procedure, the time period specified will be effective from the date of occurrence of alleged grounds complaints. If at any time, the grievance is not referred to the next step within the time limits, the grievance will be considered as settled.

Note:

1. Where an employee at any stage of the grievance procedure, feels he needs assistance to explain on his behalf and/or to present his case, he may seek the assistance of any member of the college employee familiar with the case. The employee is required to notify the Human Resource Department.
2. The above grievance procedure should not include any case or matter related to a disciplinary action instituted against any employee where such employee has been served a show cause notice and/or given the benefit of a due inquiry.

In voicing grievance, the College believes that: -

- a) The employee be allowed to speak freely;
- b) It is impartial. Where grievance involves other parties, facts from them are also to be heard.
- c) All the facts be considered before deciding;
 - (i) Records, facts, statements are checked and
 - (ii) Possible alternatives are evaluated.
- d) A fair decision be made which
 - (i) Abides by College's rules
 - (ii) Does not violate any College's policy, and
 - (iii) Does not have negative consequences
- e) Decisions made are communicated firmly.
- f) That there be follow-up with no malice.

AMENDMENT PAGE

Employee Handbook Amendments	
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Amendment Procedure:

When an amendment is made to the Employee Handbook, the amended pages should be issued to all employee.

When an amended page is received, the pages indicated should be discarded and the new pages inserted in accordance with the Schedule of Amendment Records printed on the new amendment page.

Amendment		Discard			Insert			Remarks
No	Date	Section	Page	Revision	Section	Page	Revision	
001	23.3.11	-	4	-	-	4	01	New Registrar
002	23.3.11	3	7	-	3	7	01	Latest Org cht
003	23.3.11	12	34	-	12	34	01	Cash advance on official duty outstation
004	18.10.11	19	44	-	19	44	01	Ad"l info on employment contract
005	18.10.11	3	7	-	3	7	02	Latest Org cht
006	22.11.11	19	44	-	19	44	02	Info on confirmation as a permanent employee
007	30.11.11	19	45	-	19	45	03	Info on promotion
008	5.12.11	15	41	-	15	41	01	Info on the quantum of PA coverage
009	5.12.11	21	51	-	21	51	01	General Manager is replaced with CEO
010	5.12.11	10	31	-	10	31	01	Haj Leave eligibility replaced with 5 yrs
011	8.1.14	3	7	-	3	7	01	New Org Chart
012	8.1.14	12	33	-	12	33	01	Improvise mileage claim
013	8.1.14	13	36	-	13	36	01	New retirement age, 60 years old
014	8.1.14	19	45	-	19	45	01	New Notice period during probation
015	13.1.2017	3	7	01	3	7	02	Latest Org Cht
016	8.11.2018	3	7	02	3	7	03	Latest Org Chart
017	8.11.2018	10	27	-	10	27	01	Revised Annual Leave entitlement

Amendment		Discard			Insert			Remarks
No	Date	Section	Page	Revision	Section	Page	Revision	
018	18.6.20	3	7	02	3	7	03	Latest Org Chart
019	18.6.20	10	27	01	10	27	02	Approval prior going on annual leave
020	10.7.20	1	3	00	1	3	01	Foreword by the new Chief Executive Officer
021	12.03.21	3	7	03	3	7	04	Latest Org Chart

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