
	<b>UNIVERSITI KUALA LUMPUR</b> <b>ROYAL COLLEGE OF MEDICINE PERAK</b> <b>PEOPLE MANAGEMENT &amp; TEAM CULTURE</b> <b>DEPARTMENT</b>  <b>PROCEDURES ON THE REQUESTED</b> <b>TRAINING PROCESS</b>	Doc. No:	UniKL/RCMP/ PMTC/OD-01
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Prepared by:    Name : Rafiqah Abdullah Position: Executive Date : 20 June 2017	Approved by:    Name: Marina Abd Kadir Position: Assistant Manager Date : 20 June 2017
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#### AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	09 May 2014	Establishment	00	HOD
2	01 October 2016	Amendment	01	HOD
3	01 July 2017	Upgrading of ISO 9001:2015	02	HOD

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## 1.0 OBJECTIVE

The objective of this SOP is to provide guideline for PMTC staffs and whoever is in-charge in managing training applications and activities under the supervision of People Management & Team Culture Department (PMTCD) for preparation of internal/external training for staff UniKL RCMP.

## 2.0 SCOPE


The scope of this SOP covers all staff in UniKL RCMP.

## 3.0 REFERENCES

3.1 : UniKL General Policy On Training

## 4.0 DEFINITIONS/ABBREVIATIONS

UniKL : Universiti Kuala Lumpur  
 UniKL RCMP: Universiti Kuala Lumpur Royal College of Medicine Perak  
 CEO & HOC : Chief Executive & Head of Campus, UniKL RCMP  
 HOD : Head of Department  
 PMTCD : People Management & Team Culture Department  
 F&PD : Finance & Procurement Department  
 HRDF : Human Resource Development Fund  
 PRF : Purchase Requisition Form  
 TRF : Training Requisition Form

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## 5.0 RESPONSIBILITY

- 5.1 The Dean/HOP/HOD is responsible to ensure that this SOP is adhered to at all staff in UniKL RCMP.
- 5.2 PMTCD is responsible to compile related documentations and filling the relevant document accordingly.

## 6.0 PROCEDURE

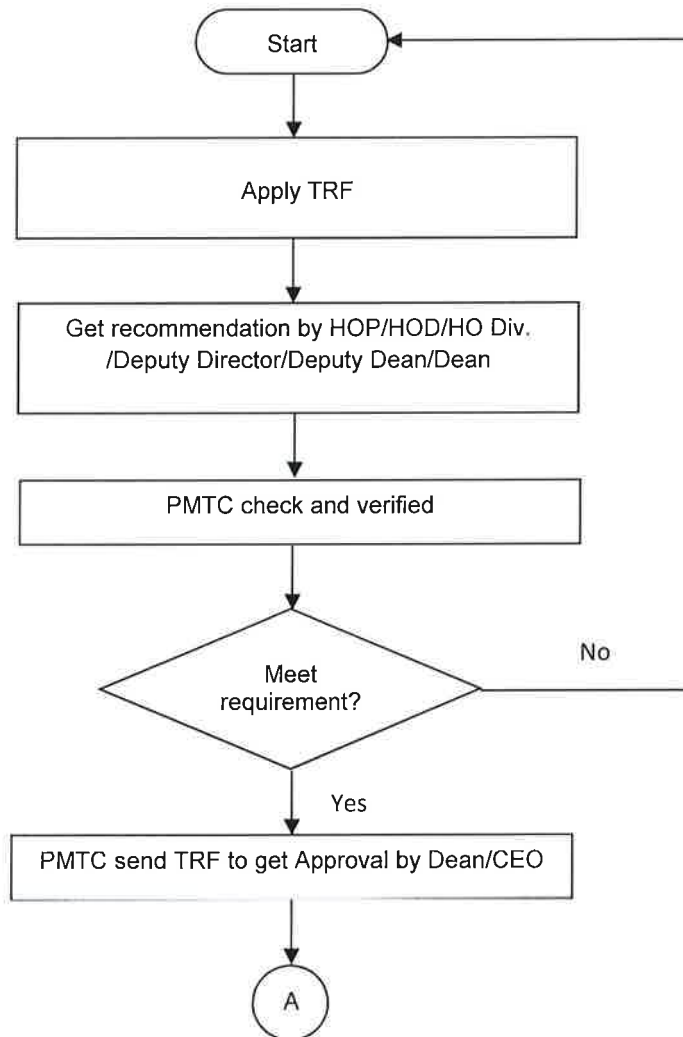
- 6.1 The PMTC shall arrange training for the required staff to perform their tasks as per Appendix I.
- 6.2 The PMTC shall work with HODs to document the Organizational Knowledge as per Appendix II.
- 6.3 The PMTC/QMR shall assist the respective HODs to document the Organizational Knowledge as per below :
  - a. PMTC to establish a library to keep any training manuals, regulations, etc.
  - b. QMR to document / record any knowledge being captured within the current Procedure Manual, such as CAR, etc.
  - c. Respective HODs to keep any knowledge being documented or recorded in the current Departmental Manual, such as Test Method, Quality Control Plan, etc.
- 6.4 The PMTC shall work with the HODs to create the quality awareness among all employees, especially those performing work affecting service quality.
- 6.5 Annual Awareness Survey for QMS will be conducted to assess their awareness of Quality Policy, Quality Objectives, their contribution & implication of not complying.



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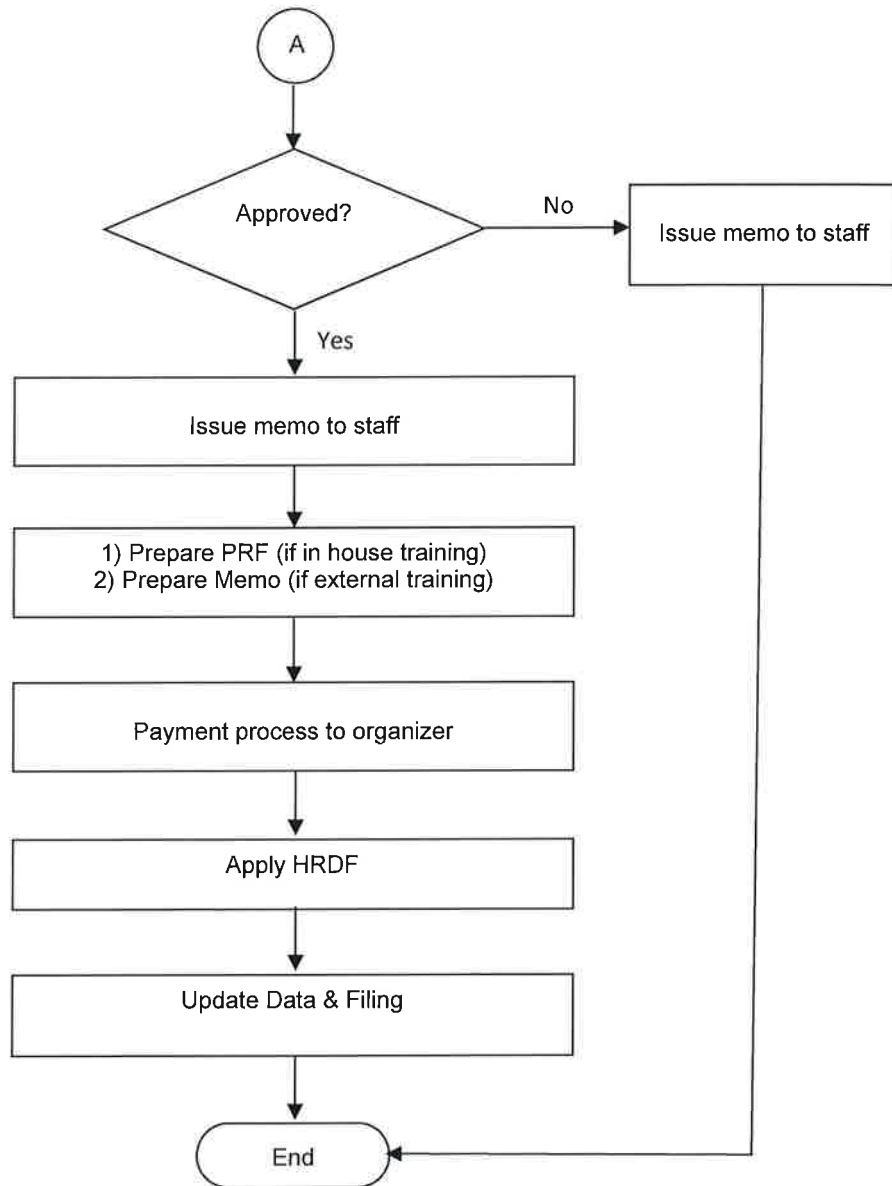





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## 7.0 DESCRIPTION

No	Description	Duration	Person in Charge	Documents
1	PMTCD received TRF with Immediate Superior approval (HOP/HOD/HO Div. /Deputy Director/Deputy Dean/Dean)	On going	Staff/PMTCD/Immediate Superior	Training Requisition Form
2	<p>PMTCD will checked &amp; verifies the TRF whether it is to meet requirement or not.</p> <p>The requirement as follows:</p> <ol style="list-style-type: none"> <li>1. Staff must send to PMTCD with completed form with the details of the training.</li> <li>2. Entitlement for attend training e.g: training history</li> <li>3. Employment Status</li> </ol> <p>PMTCD will fill up the Budget column</p>	On going	PMTCD	Training Requisition Form
3	PMTCD send TRF to get approval from Dean/CEO	On going	PMTCD/Dean/CEO	Training Requisition Form
4	PMTCD received TRF with approval from Dean/CEO	On going	PMTCD/Dean/CEO	Training Requisition Form
5	PMTCD will prepare memo and send to the staff	On going	PMTCD	Memo

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No	Description	Duration	Person in Charge	Documents
6	PMTCD will prepare ; a)PRF --for in house training b)Memo-for external training	On going	PMTCD	Purchase Requisition Form/Memo
7	Payment process to organizer	On going	PMTCD/Finance	-
8	Cheque will then be sent to the organizer (if relevant)	On going	PMTCD	-
9	PMTCD will apply the HRDF for the course programme (if relevant)	On going	PMTCD	-
10	Update training records a)Programme Evaluation Form b)Training Assessment Report c)Certificates and related documents	3 days after received complete documents	PMTCD	-


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## APPENDIX II

### ORGANIZATIONAL KNOWLEDGE MANAGEMENT

No.	Acquisition of Knowledge	Type of Knowledge	Documented Information	Access/Sharing of Information
<b>(A) INTERNAL SOURCES</b>				
1	Intellectual Property/ Knowledge gained from Experience/ Capturing and sharing undocumented knowledge & experience	In-house Developed/ Improved Teaching & Learning Programme or Management System	QP/Work Instruction/ Academic Papers (i.e. Published Paper/ Slides/Handouts)	On-Job-Training / Self Reference at Notice Board/ Daily Usage / Reinforcement via Superior
2	Lessons learned from failure projects/NC detected	Errors Prevention	Corrective Action Request	Meeting/ Briefing/ Self-Study of CAR History
3	Results of Improvements in Processes, Products & Services/ Lessons learned from successful projects	Service Quality/ Process Efficiency Improvement Methodology	Improvement Request (IR) / Work Instruction/ etc	Meeting/ Briefing/ Self-Study of IR History



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### (B) EXTERNAL SOURCES

1	Standard/ Statutory requirements through the update by statutory body/ consultant/related body	ISO 9001 QMS Standard/ Education Act, 1996/ Universities and University Colleges Act, 1971/etc	Book/ Manual (in CD/ Softcopy Files)	Self Reference at Library or Server
2	Academia/Conference/ Training Workshop	Generic/Functional/ Management/Academic Competency	Training Manual (in CD/ Softcopy Files)	Self-Reference at Library or Server
3	Gathering Knowledge from Customer	Student Feedback/ Academic Paper from Students	Student Feedback Summary/ Academic Paper	Reference through FOM/FPHS/ Library
4	Gathering Knowledge from External Providers	Technical/Operations Spec. for Lab Facilities/ etc	Operational Manual	Reference through Admin & Maintenance

### 8.0 RECORDS

No	Titles/Records	Location/Responsibility	Retention Period
1	Training Requisition Form (RCMP/PMTCD/TRF 2016)	PMTCD	2 years
2	Employee Awareness Survey	PMTCD	2 years



**UNIVERSITI KUALA LUMPUR  
ROYAL COLLEGE OF MEDICINE PERAK**

RCMP/PMTC/TRF 2016

**TRAINING REQUISITION FORM**

Name	Employee No.	Designation	Department

Justification for attending course : \_\_\_\_\_

*Pls. include the programme outline, trainer's profile and other supporting information / document*

**Programme Detail :**

Title : \_\_\_\_\_  
 Start Date : \_\_\_\_\_  
 End Date : \_\_\_\_\_  
 Venue : \_\_\_\_\_  
 Fees : \_\_\_\_\_

**Organiser Detail :**

Organiser : \_\_\_\_\_  
 Address : \_\_\_\_\_  
 Tel No. : \_\_\_\_\_  
 E-mail : \_\_\_\_\_  
 Contact Person : \_\_\_\_\_

HRDF claimable :  Yes  No

Signature of Applicant: \_\_\_\_\_ Recommended by immediate superior (HOP/HOD/HO Div./Deputy Director/Deputy Dean/Dean)

Name: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**FOR PMTC USE ONLY - to be filled up before getting for approval**

Staff Record :

Date	Programme	Fees (RM)	Duration

Code Description	Remarks please tick (✓)	Budgeted Amount (RM)	Committed to Date (RM)	Amount Required (RM)	Budget Balance (RM)
Fees					
Mileage					
Accommodation					
Air / travel fare					
Others :					
<b>TOTAL COST RM</b>					

Checked by: \_\_\_\_\_

Verified by (PMTC) : \_\_\_\_\_

Approved / Not Approved by (Dean/CEO): \_\_\_\_\_

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

Amount per programme	Type of training	Request	Recommendation/ Endorsement	Approval	Dept Incharge
Below RM5,000 per person per programme	All	Staff	HOP/HOD/Deputy Dean	Dean	PMTC
Below RM 10,000	In house	For group (at least 3 pax)	HOP/HOD/Deputy Dean	Dean	PMTC
Below RM 10,000	All	Staff	HOP/HOD/HO Div./Deputy Director/Dean	CEO	PMTC
More than RM 10,000	All	Staff	HOP/HOD/HO Div./Deputy Director/Deputy Dean/Dean	CEO	PMTC
International			HOP/HOD/HO Div./Deputy Director/Deputy Dean/Dean	CEO	PMTC

Remarks : HOP = Head Of Programme HOD = Head Of Department HO Div. = Head Of Division