TRAINING FOR ADMINISTRATIVE AND TECHNICAL STAFF OF IIUM

Prepared By :-	Approved By :-
Signature:	Signature :
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Position : Assistant Director Administrative Development Unit Talent Development Management Services Division	Position : Executive Director Management Services Division
Date :	Date :

1. OBJECTIVE

To ensure that the fulfillment of training needs of the IIUM's administrative and technical staff members are efficiently and effectively managed.

2. SCOPE

This procedure is implemented by the Administrative Development Unit (AdDU), Management Services Division of IIUM.

3. DEFINITION/ABBREVIATION

3.1 **Training** – refers to course, conference, seminar, workshop, attachment, forum, talk, camp that are attended by the IIUM's administrative and technical staff whether in the campus or outside.

3.2 **Administrative and Technical Staff** – refers to all administrative staff members who were appointed in the following categories under the New Remuneration System :-

- Professional and Management Group
- Support / Operation Group

The status of their appointment may be either on permanent or contract basis.

3.3 **Head of Department** – refers to the Deans/ Directors of the Kulliyyah/ Centres/ Divisions in IIUM

3.4 **MSD** – Management Services Division, IIUM

3.5 **FD** – Finance Division, IIUM

3.6 **KCDIOM** – Kulliyyahs/ Centres / Divisions/Institutes/Offices/Mahallah in IIUM

3.7 **HURIS** – Human Resource Information System
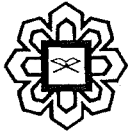
3.8 **ATS** – Administrative and Technical Staff

3.9 **HOD** – Heads of Departments

3.10 **ED, MSD** – Executive Director, MSD

3.11 **HRD** – Human Resource Development

3.12 **HRF** – HR Finance

3.13 **DD** – Deputy Director

3.14 **SAD** – Senior Assistant Director

3.15 **AA** – Administrative Assistant

3.16 **TLA** – Training Liaison Assistant (of respective KCDIOM)

3.17 **STEPS** – Staff Training and Event Participation System

4. REFERENCE

4.1 "Pekeliling Perbendaharaan Bil. 2 Tahun 2005"

4.2 "Pekeliling Perkhidmatan Bil. 6 Tahun 2005"

4.3 Manual Dasar Latihan Sumber Manusia Sektor Awam

4.4 "Pekeliling Perbendaharaan Bil. 3 Tahun 2005"

4.5 "Pekeliling Perbendaharaan Bil. 2 Tahun 2006"

4.6 "STEPS/HURIS Manual"

MANAGEMENT SERVICES DIVISION INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 04
	REVISION NO : 01
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5. RESPONSIBILITY & DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, AdDU	**5.1. Stage 1: Distribution of Training Budget** 5.1.1 To prepare proposed budget request for training programmes of the coming year.	**Timeline as per requested by FD**
FD	5.1.2 Approval from FD on allocated training budget for the coming year.	
AD, AdDU	**5.2. Stage 2: Identification of IIUM's Training Programmes To Be Organised by the MSD** 5.2.1 To finalise training programmes for ATS based on budget approved by FD, APAR training recommendation analysis and Record of ILDP/ETDP.	**Second week of January**
DD, HRD	5.2.2 To recommend the training programmes of ATS to be organized by the Administrative Development Unit (AdDU), MSD for the particular month/year.	**Second week of January**
AD, AdDU	5.2.3 To announce the training programme through IIUM Announcement.	**5 days before the training date**

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
	5.3. Stage 3(i): Administration of IIUM's Training Activities Organised by MSD (Centralised Training) *Note: The following steps will be taken based on the needs, urgency or circumstances. They may be taken concurrently.*	
AD, AdDU	5.3.1 To prepare proposal paper to organise training programme (proposed training provider included).	
	a) Training with financial implication of RM 10,000 and above	**1 month before the training date**
	b) Training with financial implication below RM 10,000	**1 week before the training date**
	for the approval of DD, HRD, ED, MSD and/or other relevant university authority in line with the Manual of Financial Policies & Procedures and Manual of Procurement Policies & Procedures of IIUM.	
AD, AdDU/ AA2, AdDU	5.3.2 To issue the letter/email to engage the service of approved training provider and request soft copy notes from approved training provider.	**1 weeks before the training date**
AA2, AdDU	5.3.3 To create class in the HURIS for ATS to enroll accordingly (for face to face training) *Note: In the case where participants has been identified (usually involving specific target group or customised training) AA1/AA2, AdDU may enroll the participants name accordingly.*	

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AA2/AA1, AdDU	5.3.4 To arrange for the booking of venue, technical requirements, refreshment and IIUM announcement / invitation for online training.	
	a) Training with financial implication of RM 10,000 and above	**1 month before the training date**
	b) Training with financial implication below RM 10,000	**1 week before the training date**
AA2/AA1, AdDU	5.3.5 Based on the enrollment status, to send letters or email to relevant TLA informing on the selected participants. (When necessary, letters or email maybe send directly to the participants). Refer and follow the HURIS Procedure. *Note: This is only an alternative. Staff can check their status through HURIS Self Service Learner and take necessary action.*	**3 days before the training date**
AA2/ AA1, AdDU	5.3.6 To facilitate the training programme and to distribute Training Programme Evaluation Form.	**Immediately**
	5.3.7 To prepare the advice on issuance of Purchase Order to be signed by the AD, AdDU for submission to the SAD /AA, HRF, if necessary.	**Within a working day once proposal approved**
AA2, AdDU	5.3.8 To tabulate evaluation forms – STEPS for data analysis.	**Immediately after course completion.**
	5.3.9 To analyze the evaluation of training programme as submitted by the participants in STEPS.	**90 days after the training date**

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, AdDU	5.3.10 To present the evaluation of training programme during the Balance Score Card (BSC) meeting.	Timeline as per the BSC Meeting
DD, HRD	5.3.11 Verification of invoices and advise payment for submission to the AD/ AA, HRF.	3 working days upon receiving latest invoice
SAD / AA, HRF	5.3.12 To process payment to the speakers and suppliers based on either the invoices submitted and/or the approved proposal of the training programme.	14 working days (according to Finance policy)
AA2, AdDU	5.3.13 To update staff training records and CTD points in the HURIS.	Immediately after course completion
AD, AdDU	**5.4 Stage 3(ii): Administration of Induction Course Organised by MSD** *Notes: The following steps will be taken based on the needs, urgency or circumstances. They may be taken concurrently.* 5.4.1. To retrieve data on the participants for the Induction Course verified by the Employment (Non-Academic) and Services Unit of MSD for both Professional and Management and Support / Operation group.	4 months before the training date
AD, AdDU AA2, AdDU	5.4.2 To prepare proposal paper to organise Induction Course for the approval of the ED, MSD and / or other relevant university authority in line with the Manual of Financial Policies & Procedures and Manual of Procurement Policies & Procedures of IIUM.	1 month (s) before the training date

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
ED, MSD and / or other university authority	5.4.3 To consider and approve the proposed Induction Course.	**3 weeks before the training date**
AA2, AdDU	5.4.4 To issue the invitation letters or emails for speakers / facilitators and request soft copy notes from speakers / facilitators.	**3 working days before the training date**
AA2/AA1, AdDU	5.4.5 To arrange for the booking of venue, technical requirements and refreshment (only for sessions conducted in Campus).	**3 weeks before the training date**
AA2, AdDU	5.4.6 To prepare letters or email to invite participants of the Induction Cource with c.c. to the HOD/TLA.	**3 weeks before the training date**
AA2, AdDU	5.4.7 To prepare e- certificates for the participants of the training programmes to be signed by the ED, MSD, and send to participants.	**3 working days after the training date**
AA1, AdDU	5.4.8 To prepare the advice on issuance of Purchase Order, (if necessary) to be signed by the SAD, AdDU for submission to the SAD, HRF.	**3 working days after the training date**
AA2, AdDU	5.4.9 To tabulate evaluation forms.	**Immediately once course completed.**
AD, AdDU	5.4.10 To analyse the evaluation of training programme as submitted by the participants.	**90 days after the training date**
	5.4.11 To present the evaluation of training programme during the Balance Score Card (BSC) meeting.	**Timeline as per the BSC Meeting**

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, AdDU	5.4.12 Verification of invoices and advise payment for submission to the SAD, HRF.	3 – 5 working days after the training date
AD /AA, HRF	5.4.13 To process payment to the speakers and suppliers based on either the invoices submitted and/ or the approved proposal of the Induction Course.	14 working days after the training date
AA2, AdDU	5.4.14 To update the records on successful Induction Course participant in the database.	Immediately after course completion.
AA2, AdDU	5.4.15 To KIV the names of the unsuccessful participants and who were unable to attend (with valid reason) for future Induction course.	
AA2, AdDU	5.4.16 To forward names to HRM for confirmation	3 – 5 working days after the training date
HOD or Representative	**5.5. Stage 3(iii): Administration of Training Activities Organised by Outside Organisations (External Course)** 5.5.1 To nominate relevant ATS to attend the training programme by submitting the duly filled Staff Nomination Form For External Training to MSD, together with the supporting documents, if any.	**Minimum of 2 weeks before the training date**

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, AdDU	5.5.2 To prepare the secretariat views on the nomination received for the consideration of the DD, HRD, MSD.	**3 working days after receiving application**
DD, HRD, MSD	5.5.3 To give recommendation on the nomination received. *Notes: If more than 15 nominations submitted, the AdDU may consider of having the programme in-house.*	**3 working days after receiving application**
AA1, AdDU	5.5.4 To send email informing the KCDIOM on the unsuccessful nomination, if any.	**3 working days after receiving application**
AA1, AdDU	5.5.5 To send email to the confirmed participants with c.c. to the respective KCDIOM TLA and to request them to do the registration. Attach the Follow-Up Survey Form (Form B) for the participants to fill in after attending the programme.	**3 working days upon approval**
AA1, AdDU	5.5.6 To submit the Local Order (upon request) to the training organiser by post or email.	**3 working days upon approval**
AD, AdDU	5.5.7 Verification of invoices and advise payment for submission to the AD/ AA, HRF.	**3 working days upon receiving latest invoice**
AA1, AdDU	5.5.8 Participants need to submit a copy of certificates and related forms (Form B) to AdDU for updating of CTD points.	**7 working days after the training date**

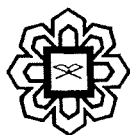| MANAGEMENT SERVICES DIVISION INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 04
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RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
HOD or Representative	**5.6 Stage 3 (iv): Administration of KCDIOM Training Activities organised by KCDIOM in collaboration with MSD** 5.6.1 To prepare proposal paper to organise training programme complete with module and the proposed training provider for the approval of the ED, MSD and/or other relevant approving authority in line with the Manual of Financial Policies and Manual of Procurement Policies of IIUM.	**30 working days before the training date**
ED, MSD and / or other university authority	5.6.2 To consider and approve the proposed training programme.	**3 weeks before the training date**
AA1, AdDU	5.6.3 To communicate with KCDIOM on the approval status of the training programme .	**7 working days before the training date**
TLA of KCDIOM	5.6.4 To submit request to the AD, AdDU for issuance of Purchase Order (P.O.), if required, depending on the case.	**3 working days before the training date**
AA1, AdDU	5.6.5 To prepare the advice to the SAD, HRF on issuance of P.O. for signature of AD, AdDU	**3 working days before the training date**
TLA of KCDIOM	5.6.6 To submit the certified original invoices to AdDU.	
AA1/AA2, AdDU	5.6.7 To forward the advice for payment of certified original invoices, signed by the AD, AdDU to the SAD/AA, HRF.	**3 working days after the training date**
AA1, AdDU	5.6.8 To update staff training records and CTD points in the HURIS.	**Immediately after course completion**

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
	5.7 Stage 4 - Evaluation on the Effectiveness of the Course Attended by ATS – Level 3 (Centralised & External Training)	
Participant	5.7.1. Complete self-assessment for Evaluation Criteria No.4 under Part III of Annual Performance Appraisal (APAR) i.e. Improvement in performance after attending training & development activities.	**As stipulated by respective unit**
Supervisor / Assessor	5.7.2. Assess staff's improvement in performance as a result of the staff applying knowledge and / or skill attained from participating in training & development activities throughout the year, according to the rating scale.	**As stipulated by respective unit**
AD, AdDU	5.7.3. Analyse the training input from APAR findings.	

6. QUALITY RECORDS

No.	RECORD	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1.	Copies of the certificates of training programmes.	7 years after staff ceased employment	Personnel file MSD Filing Room	Administrative Assistant
2.	Proposal papers for approval of IIUM's Annual training programmes organised by MSD.	6 years	AdDU, HRD, MSD - Hard cover file	Administrative Assistant
3.	Copies of Proposal papers for training programmes organised by K/C/D.	6 years	AdDU, HRD, MSD	Administrative Assistant
4.	Evaluation Forms on training programmes organised by HRALD, HRD, MSD	6 years	AdDU, HRD, MSD	Administrative Assistant
5.	Staff Nomination Form For External Training	6 years	AdDU, HRD, MSD	Administrative Assistant
6.	Evaluation Form For External Training Programme	6 years	AdDU, HRD, MSD	Administrative Assistant
7.	Copies of Notes of Training Programme (soft copy)	6 years	AdDU, HRD, MSD	Administrative Assistant

PROCESS FLOW MSD CENTRALISED TRAINING (FACE TO FACE)

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![logo] MANAGEMENT SERVICES DIVISION INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 04
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PROCESS FLOW MSD CENTRALISED TRAINING (FACE TO FACE)

PROCESS FLOW MSD CENTRALISED TRAINING (ONLINE)

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PROCESS FLOW MSD CENTRALISED TRAINING (ONLINE)

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PROCESS FLOW MSD CENTRALISED TRAINING (ONLINE)

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PROCESS FLOW MSD INDUCTION COURSE

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PROCESS FLOW MSD INDUCTION COURSE


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      ┌──────────────────┐
      │    TABULATE       │          ┌──────────────┐
      │  EVALUATION       │          │  AA2, AdDU   │
      │  FORMS FOR        │          └──────────────┘
      │  DATA ANALYSIS    │
      └──────────────────┘
                │
                ▼
      ┌──────────────────┐
      │ ANALYZE EVALUATION│          ┌──────────────┐
      │ FORMS & PRESENT AT│          │  AD, AdDU    │
      │  BSC MEETING      │          └──────────────┘
      └──────────────────┘
                │
                ▼
              ( C. )
```

PROCESS FLOW MSD INDUCTION COURSE

PROCESS FLOW MSD EXTERNAL TRAINING

START

HOD NOMINATE ATS TO ATTEND EXTERNAL TRAINING PROGRAMME — HOD, KCDIOM

PREPARATION OF SECRETARIAT VIEWS — AD, AdDU

RECOMMENDATION ON NOMINATION — DD, HRD

NO → EMAIL TO KCDIOM ON UNSUCCESSFUL NOMINATION

YES

EMAIL CONFIRMATION & FOLLOW UP SURVEY FORM TO TLA & PARTICIPANTS — AA1, AdDU

SUBMIT LOCAL ORDER UPON REQUEST — AA1, AdDU

C.

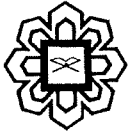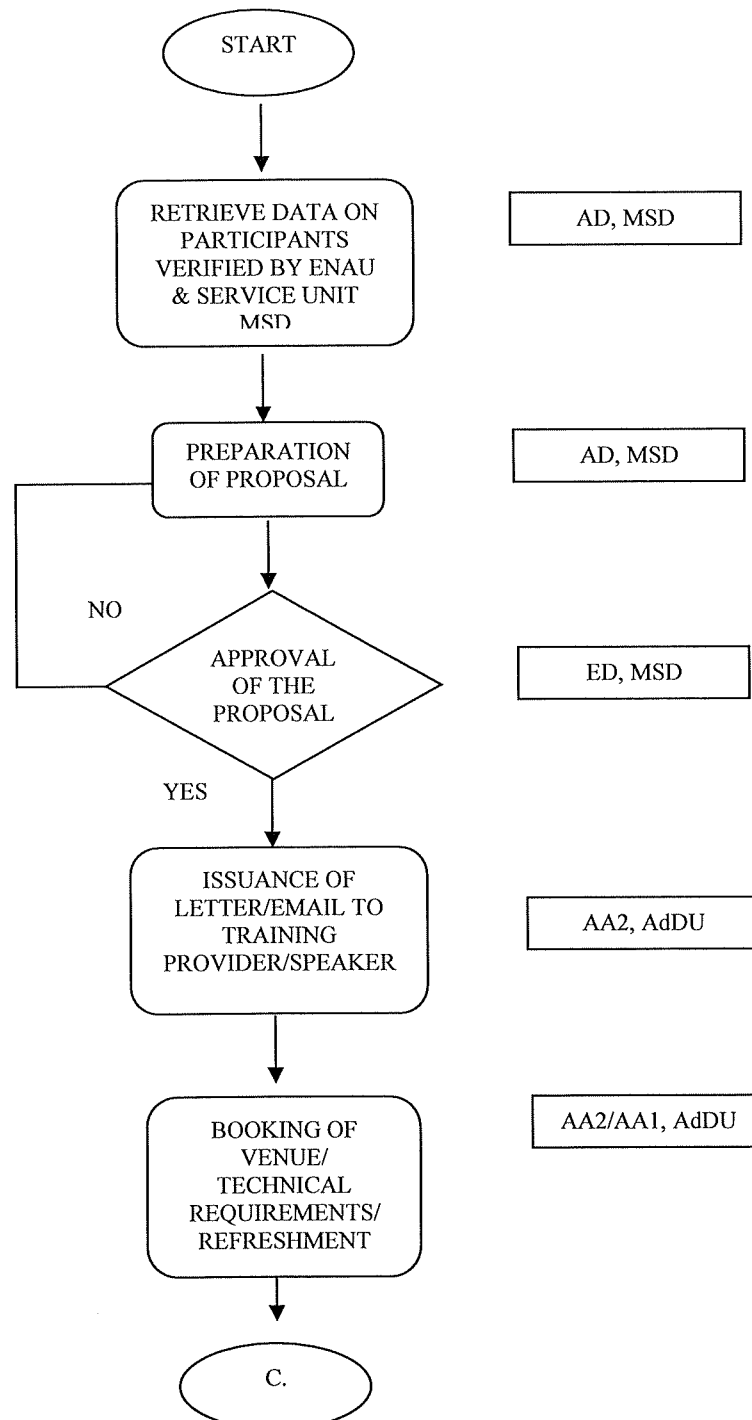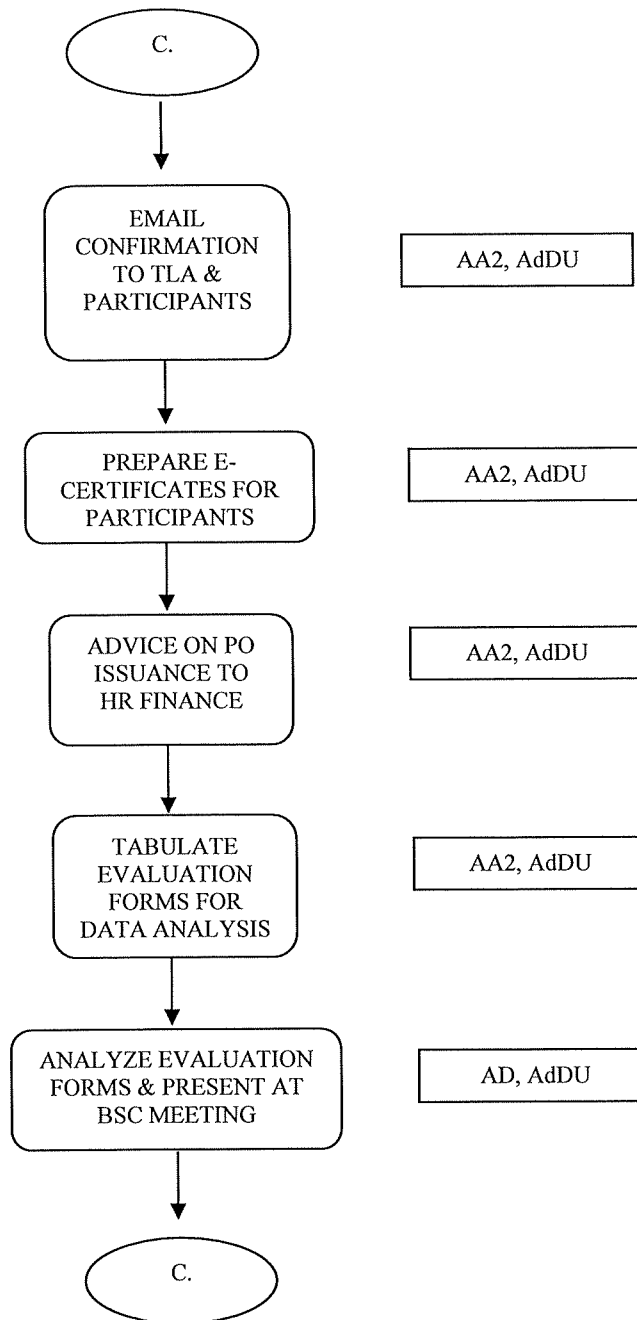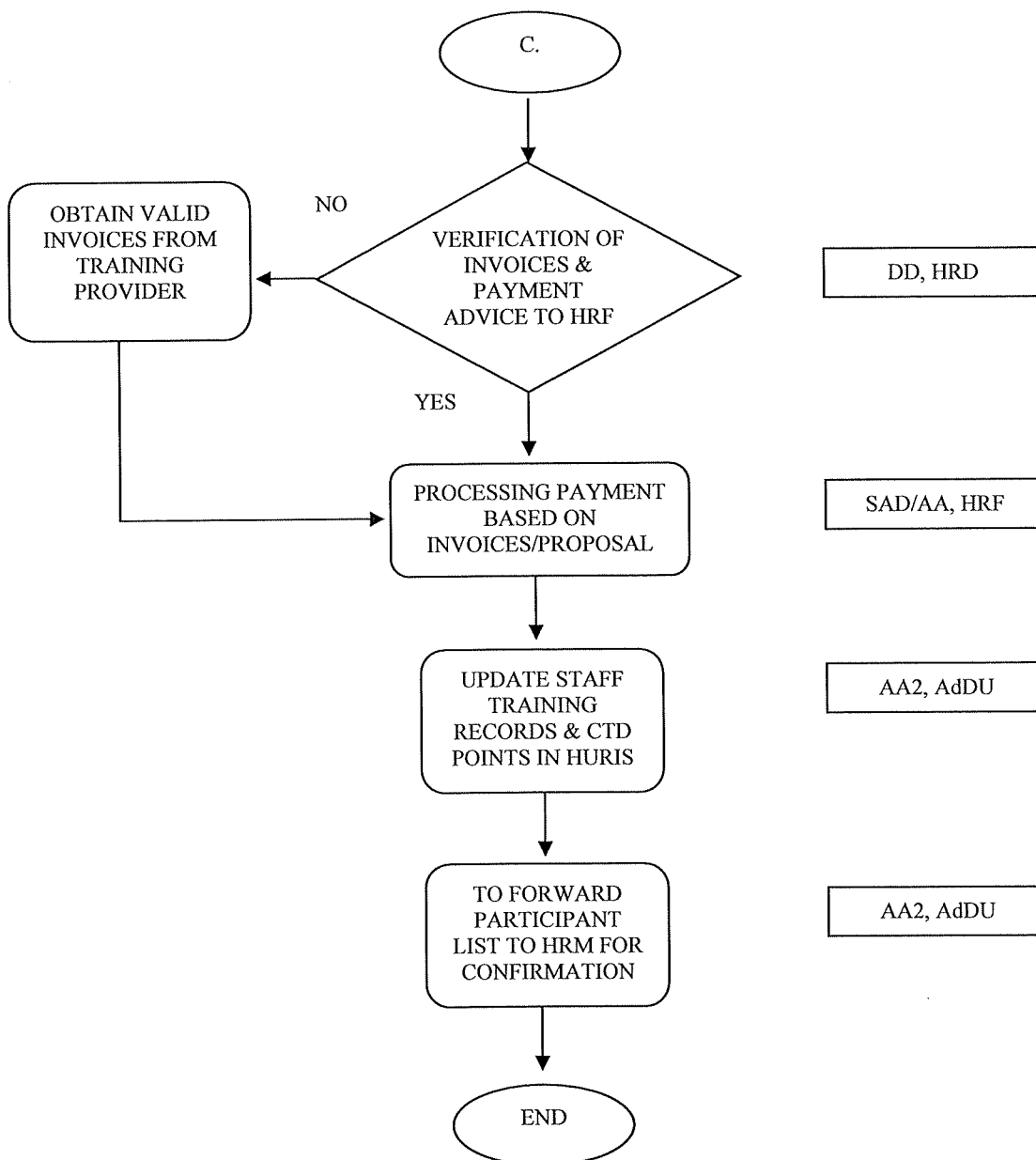| MANAGEMENT SERVICES DIVISION INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 04
	REVISION NO : 01
TRAINING FOR ADMINISTRATIVE AND TECHNICAL STAFF OF IIUM	EFFECTIVE DATE : 01.11.2022
DOCUMENT NO. : IIUM/MSD/10	PAGE : 24/26

PROCESS FLOW MSD EXTERNAL TRAINING

```
                            ( C. )
                              |
                              v
OBTAIN VALID         NO   < VERIFICATION OF
INVOICES FROM    <--------    INVOICES &            [ DD, HRD ]
TRAINING                     PAYMENT
PROVIDER                     ADVICE TO HRF >
    |                         |
    |                        YES
    |                         |
    |                         v
    |                  PROCESSING PAYMENT
    +---------------->  BASED ON                    [ SAD/AA, HRF ]
                        INVOICES/PROPOSAL
                              |
                              v
                        PARTICIPANTS
                        TO SUBMIT COPY
                        OF                          [ AA1, AdDU ]
                        CERTIFICATES &
                        RELATED FORMS
                        TO AdDU
                              |
                              v
                          ( END )
```

PROCESS FLOW KCDIOM TRAINING ACTIVITIES IN COLLABORATION WITH MSD

```
                    ┌─────────┐
                    │  START  │
                    └────┬────┘
                         │
                         ▼
              ┌──────────────────┐
      ┌──────▶│   PREPARATION    │              ┌──────────────┐
      │       │   OF PROPOSAL    │              │     HOD/      │
      │       └────────┬─────────┘              │ REPRESENTATIVE│
      │                │                        │    KCDIOM     │
      │                ▼                        └──────────────┘
 NO   │           ◇─────────◇
      │          ╱  APPROVAL  ╲                 ┌──────────────┐
      └─────────◇   OF THE     ◇                │   ED, MSD    │
                 ╲  PROPOSAL  ╱                 └──────────────┘
                  ◇─────────◇
                       │ YES
                       ▼
              ┌──────────────────┐
              │   COMMUNICATE    │              ┌──────────────┐
              │  WITH KCDIOM ON  │              │   AA1, AdDU  │
              │  THE APPROVAL    │              └──────────────┘
              │     STATUS       │
              └────────┬─────────┘
                       │
                       ▼
              ┌──────────────────┐
              │  SUBMIT REQUEST  │              ┌──────────────┐
              │  TO AdDU FOR PO  │              │ TLA, KCDIOM  │
              │ ISSUANCE (IF ANY)│              └──────────────┘
              └────────┬─────────┘
                       │
                       ▼
              ┌──────────────────┐
              │   ADVICE ON PO   │              ┌──────────────┐
              │  ISSUANCE TO HR  │              │   AA1, AdDU  │
              │     FINANCE      │              └──────────────┘
              └────────┬─────────┘
                       │
                       ▼
                  ┌─────────┐
                  │   C.    │
                  └─────────┘
```

PROCESS FLOW KCDIOM TRAINING ACTIVITIES
IN COLLABORATION WITH MSD

C.

→

SUBMIT CERTIFIED ORIGINAL INVOICE TO AdDU   TLA, KCDIOM

↓

FORWARD PAYMENT ADVICE TO HRF   AA1/AA2, AdDU

↓

UPDATE STAFF TRAINING RECORDS & CTD POINTS IN HURIS   AA1, AdDU

↓

END