



MANAGEMENT SERVICES DIVISION
INTERNATIONAL ISLAMIC UNIVERSITY
MALAYSIA

VERSION NO: 04

REVISION NO: 03


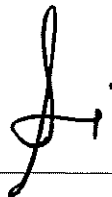
TRAINING FOR ADMINISTRATIVE AND
TECHNICAL STAFF OF IIUM


EFFECTIVE DATE: 01.06.2024

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TRAINING FOR ADMINISTRATIVE AND TECHNICAL STAFF OF IIUM

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Date: 16 May 2024	Date: 16 May 2024

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1. OBJECTIVE

To ensure that the fulfilment 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 Talent Development Unit (TDU), 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 Kulliyah / Centres/ Divisions in IIUM

3.4 MSD – Management Services Division, IIUM

3.5 FD – Finance Division, IIUM

3.6 KCDIOM – Kulliyah / 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 DIR – Director

3.14 SAD – Senior Assistant Director

3.15 AD – Assistant Director

3.16 AA – Administrative Assistant

3.17 TLA – Training Liaison Assistant (of respective KCDIOM)

3.18 STEPS – Staff Training and Event Participation System

3.19 TDU – Talent Development Unit

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

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5. RESPONSIBILITY & DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, TDU	5.1. Stage 1: Distribution of Training Budget	Timeline as per requested by FD
AD, TDU	5.1.1 To prepare proposed budget request for training programmes of the coming year.	Second week of December
FD	5.1.2 To prepare yearly training schedule for the following year.	
	5.1.3 Approval from FD on allocated training budget for the coming year.	
AD, TDU	5.2. Stage 2: Identification of IIUM's Training Programmes to Be Organised by MSD	January
DIR, HRD	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
AD, TDU	5.2.2 To recommend the training programmes of ATS to be organized by the Talent Development Unit (TDU), MSD for the particular month/year.	
	5.2.3 To announce the training programme through IIUM Announcement.	Shared link which accessible to all ATS of KCDIOM



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RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, TDU	<p>5.3. Stage 3(i): Administration of IIUM's Training Activities Organised by MSD (Centralised Training)</p> <p><i>Note: The following steps will be taken based on the needs, urgency, or circumstances. They may be taken concurrently.</i></p> <p>5.3.1 To prepare proposal paper to organise training programme (proposed training provider included) for the approval of DIR, 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.</p> <p>a) Training with financial implication of RM 20,000.00 and above</p> <p>b) Training with financial implication of RM 10,000.01 – RM 19,999.99</p> <p>c) Training with financial implication below RM 10,000.00</p>	<p>2 months before the training date</p> <p>4 weeks before the training date</p> <p>3 weeks before the training date</p>
AD, TDU / AA2, TDU	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, TDU	<p>5.3.3 To create class in the HURIS for ATS to enroll accordingly (for face-to-face training)</p> <p><i>Note: In the case where participants have been identified (usually involving specific target group or customised training) AA1/AA2, TDU may enroll the participants name accordingly.</i></p>	

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RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AA2 / AA1, TDU	<p>5.3.4 To arrange for the booking of venue, technical requirements, refreshment and IIUM announcement / invitation for online training.</p> <p>a) Training with financial implication of RM 20,000.00 and above</p> <p>b) Training with financial implication of RM 10,000.01 – RM 19,999.99</p> <p>c) Training with financial implication below RM 10,000.00</p>	<p>6 weeks before the training date</p> <p>3 weeks before the training date</p> <p>2 weeks before the training date</p>
AA2 / AA1, TDU	<p>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.</p> <p><i>Note: This is only an alternative. Staff can check their status through HURIS Self Service Learner and take necessary action.</i></p>	5 days before the training date
AA2 / AA1, TDU	<p>5.3.6 To facilitate the training programme and to distribute Training Programme Evaluation Form.</p> <p>5.3.7 To prepare the advice on issuance of Purchase Order to be signed by the AD, TDU for submission to the SAD / AA, HRF, if necessary.</p> <p>5.3.8 To tabulate evaluation forms – STEPS for data analysis.</p>	<p>Immediately</p> <p>Within 2 working day once proposal approved</p> <p>Immediately after course completion.</p>
AA2, TDU	5.3.9 To analyse the evaluation of training programme as submitted by the participants in STEPS.	Timeline based on Managers Meeting.

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RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
AD, TDU	5.3.10 To present the evaluation of training programme during the Balance Score Card (BSC) meeting.	Timeline as per Managers Meeting
DIR, HRD	5.3.11 Verification of invoices and advise payment for submission to the SAD / 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 FD policy)
AA2, TDU	5.3.13 To update staff training records and CTD points in the HURIS.	Immediately after course completion
	5.4 Stage 3(ii): Administration of Induction Course Organised by MSD <i>Notes: The following steps will be taken based on the needs, urgency, or circumstances. They may be taken concurrently.</i>	
AD, TDU	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.	3 months before the training date
AD, TDU AA2, TDU	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.	2 months before the training date
Relevant IIUM Authorities	5.4.3 To consider and approve the proposed Induction Course.	1 months before the training date

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AA2, TDU	5.4.4 To issue the invitation letters or emails for speakers / facilitators and request soft copy notes from speakers / facilitators.	2 weeks before the training date
AA2 / AA1, TDU	5.4.5 To arrange for the booking of venue, technical requirements, and refreshment (only for sessions conducted in Campus).	2 weeks before the training date
AA2, TDU	5.4.6 To prepare letters or email to invite participants of the Induction Course with c.c. to the HOD/TLA.	2 weeks before the training date
AA2, TDU	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.	Within 3 working days before the training date
AA1, TDU	5.4.8 To prepare the advice on issuance of Purchase Order to be signed by the AD, TDU for submission to the SAD / AA, HRF, if necessary.	3 working days after the training date
AA2, TDU	5.4.9 To tabulate evaluation forms.	Immediately once course completed
AA2, TDU	5.4.10 To analyse the evaluation of training programme as submitted by the participants.	90 days after the training date
AD, TDU	5.4.11 To present the evaluation of training programme in the Managers Meeting.	Timeline as per the Managers Meeting

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DIR, HRD	5.4.12 Verification of invoices and advise payment for submission to the SAD / AA, HRF.	3 working days upon receiving latest invoice
SAD / 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 (according to FD policy)
AA2, TDU	5.4.14 To update the records on successful Induction Course participant in the database.	Within 1 week after training completion.
AA2, TDU	5.4.15 To KIV the names of the unsuccessful participants and who were unable to attend (with valid reason) for future Induction course. The list also to be forwarded to PSU for their notification and further action.	Within 1 week after training completion.
AA2, TDU	5.4.16 To forward names to HRM for confirmation	Within 1 week after training completion.
	5.5. Stage 3(iii): Administration of Training Activities Organised by Outside Organisations (External Course)	
HOD or Representative	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.	2 weeks before the training date
AD, TDU	5.5.2 To prepare the secretariat views on the nomination received for the consideration of the DIR, HRD.	3 working days after receiving application

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DIR, HRD	5.5.3 To give recommendation on the nomination received. <i>Notes: If more than 15 nominations submitted, the TDU may consider of having the programme in-house.</i>	Within 3 working days after receiving application
AA1, TDU	5.5.4 To send email informing the KCDIOM on the unsuccessful nomination, if any.	Within 3 working days after receiving status of approval decision
AA1, TDU	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.	Within 3 working days after approval
AA1, TDU	5.5.6 To submit the Local Order (upon request) to the training organiser by post or email.	Within 3 working days after approval
AD, TDU	5.5.7 Verification of invoices and advise payment for submission to the SAD / AA, HRF.	Within 3 working days upon receiving latest invoice
AA1, TDU	5.5.8 Participants need to submit a copy of certificates and related forms (Form B) to TDU for updating of CTD points.	Within 7 working days after the training date

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RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
	5.6 Stage 3 (iv): Administration of KCDIOM Training Activities organised by KCDIOM in collaboration with MSD	
HOD or Representative	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 IIUM Authorities	5.6.2 To consider and approve the proposed training programme.	4 weeks before the training date
AA1, TDU	5.6.3 To communicate with KCDIOM on the approval status of the training programme.	3 weeks before the training date
TLA, KCDIOM	5.6.4 To submit request to the AD, TDU for issuance of Purchase Order (P.O.), if necessary, depending on the case.	3 weeks before the training date
AA1, TDU	5.6.5 To prepare the advice on issuance of Purchase Order to be signed by the AD, TDU for submission to the SAD / AA, HRF, if necessary.	2 weeks before the training date
TLA, KCDIOM	5.6.6 To submit the certified original invoices to TDU.	Within 3 working days after the training date
AA1 / AA2, TDU	5.6.7 To forward the advice for payment of certified original invoices, signed by the AD, TDU to the SAD / AA, HRF.	Within 3 working days after the training date
AA1, TDU	5.6.8 To update staff training records and CTD points in the HURIS.	Within 1 week after the training date


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RESPONSIBILITY	DETAILED PROCEDURE	SERVICE LEVEL AGREEMENT (SLA)
Participant	5.7 Stage 4 - Evaluation on the Effectiveness of the Course Attended by ATS – Level 3 (Centralised & External Training) 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, TDU	5.7.3. Analyse the training input from APAR findings.	

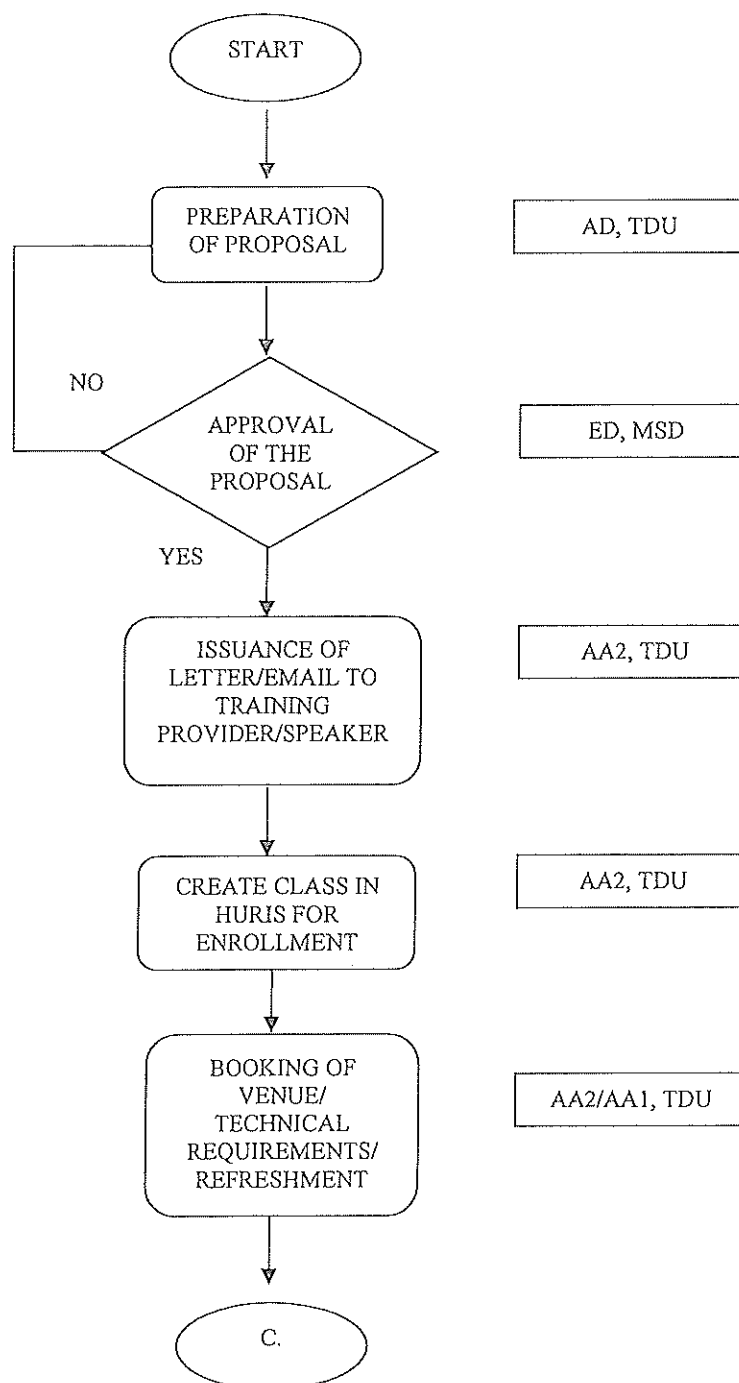
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6. QUALITY RECORDS

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	TDU, HRD, MSD - Hard cover file	Administrative Assistant
3.	Copies of Proposal papers for training programmes organised by KCDIOM.	6 years	TDU, HRD, MSD	Administrative Assistant
4.	Evaluation Forms on training programmes organised by TDU, HRD, MSD	6 years	TDU, HRD, MSD	Administrative Assistant
5.	Staff Nomination Form for External Training	6 years	TDU, HRD, MSD	Administrative Assistant
6.	Evaluation Form for External Training Programme	6 years	TDU, HRD, MSD	Administrative Assistant
7.	Copies of Notes of Training Programme (soft copy)	6 years	TDU, HRD, MSD	Administrative Assistant

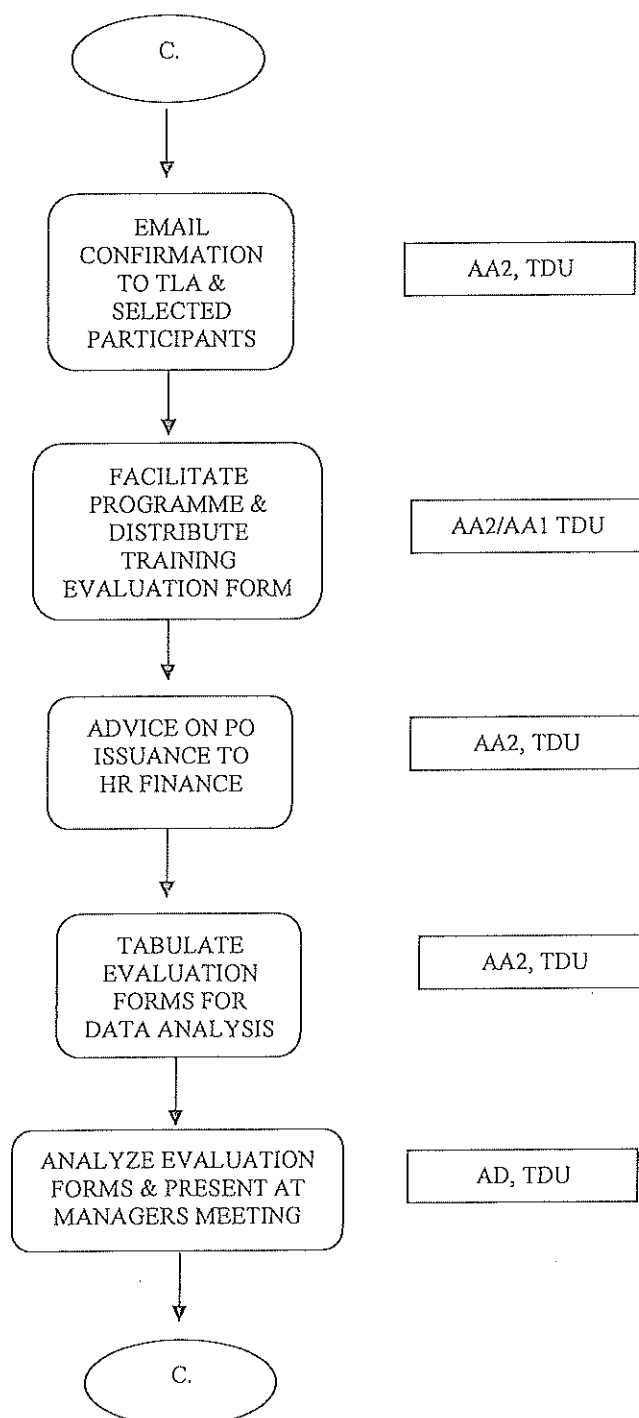
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PROCESS FLOW MSD CENTRALISED TRAINING (FACE-TO-FACE)



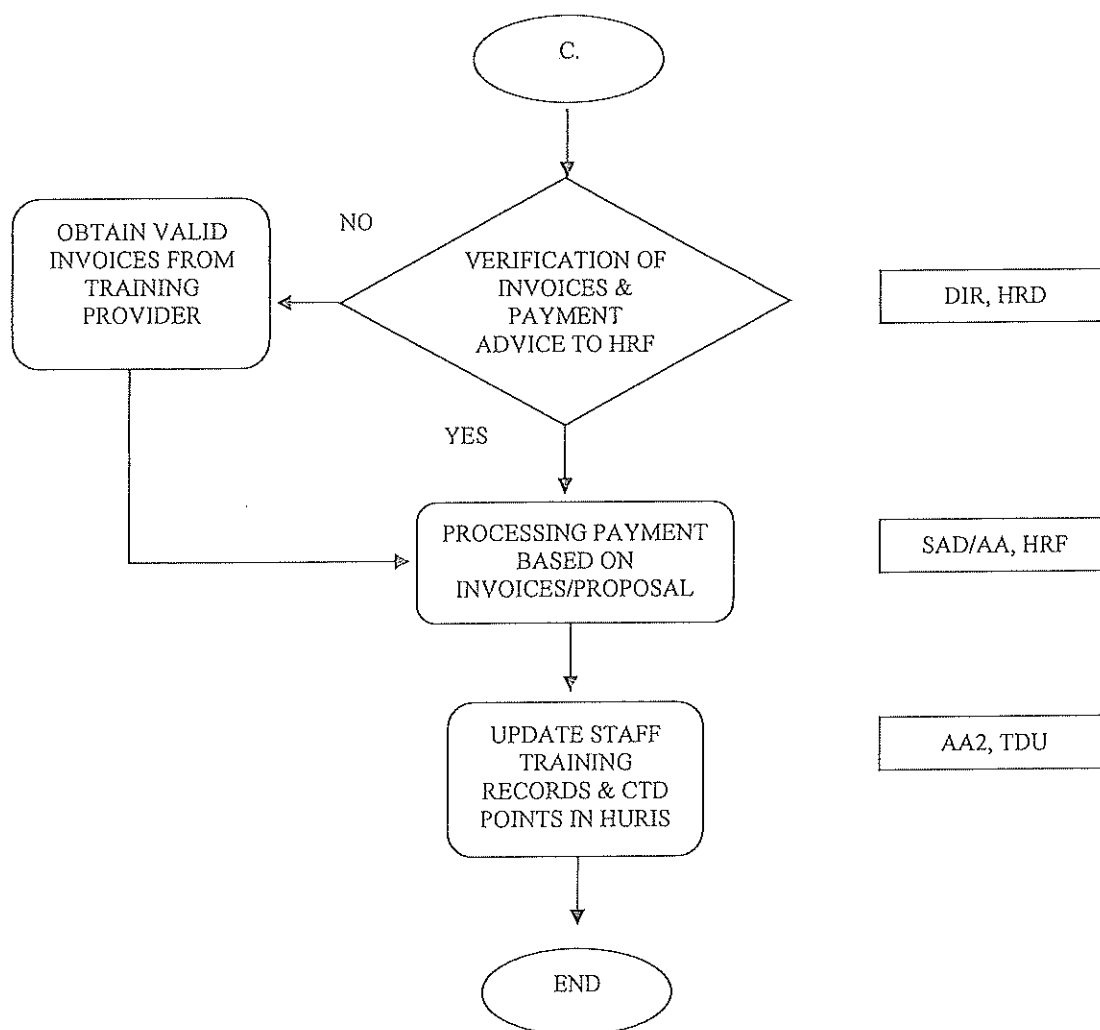
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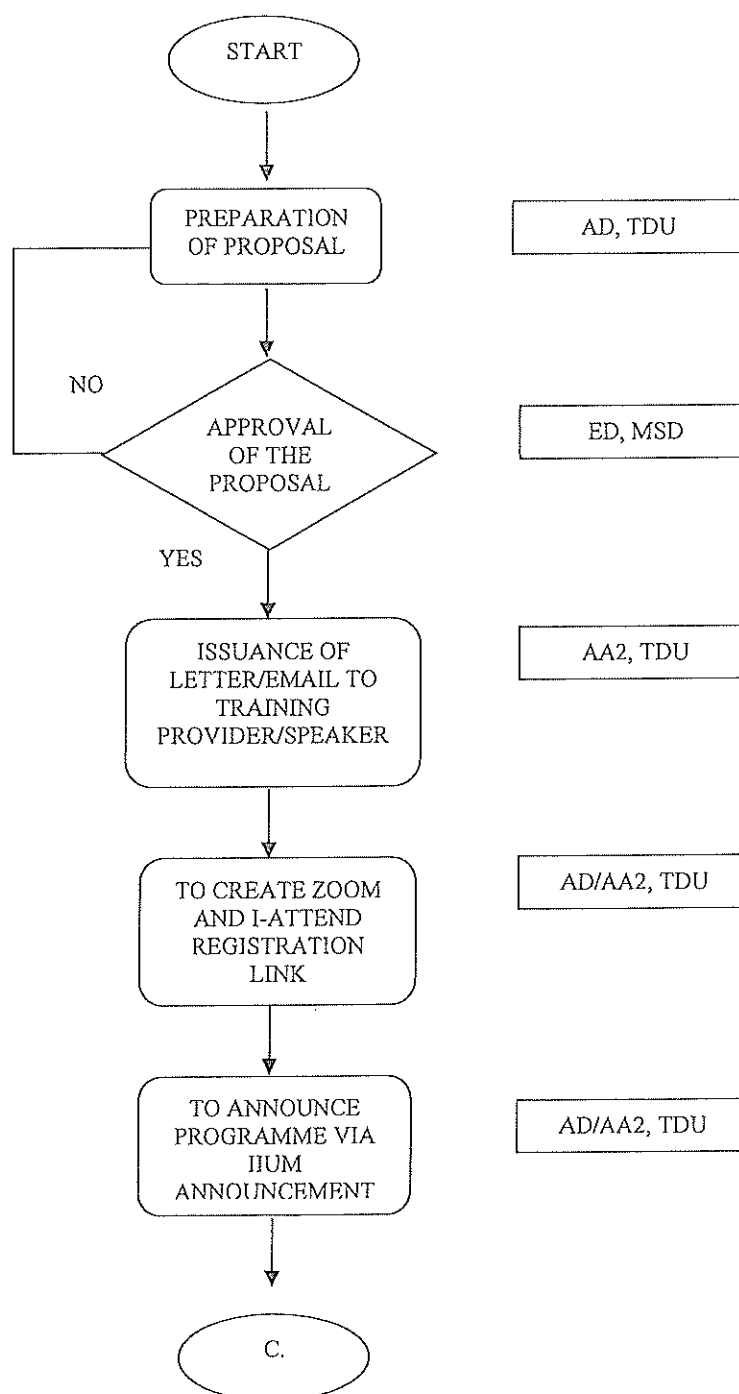
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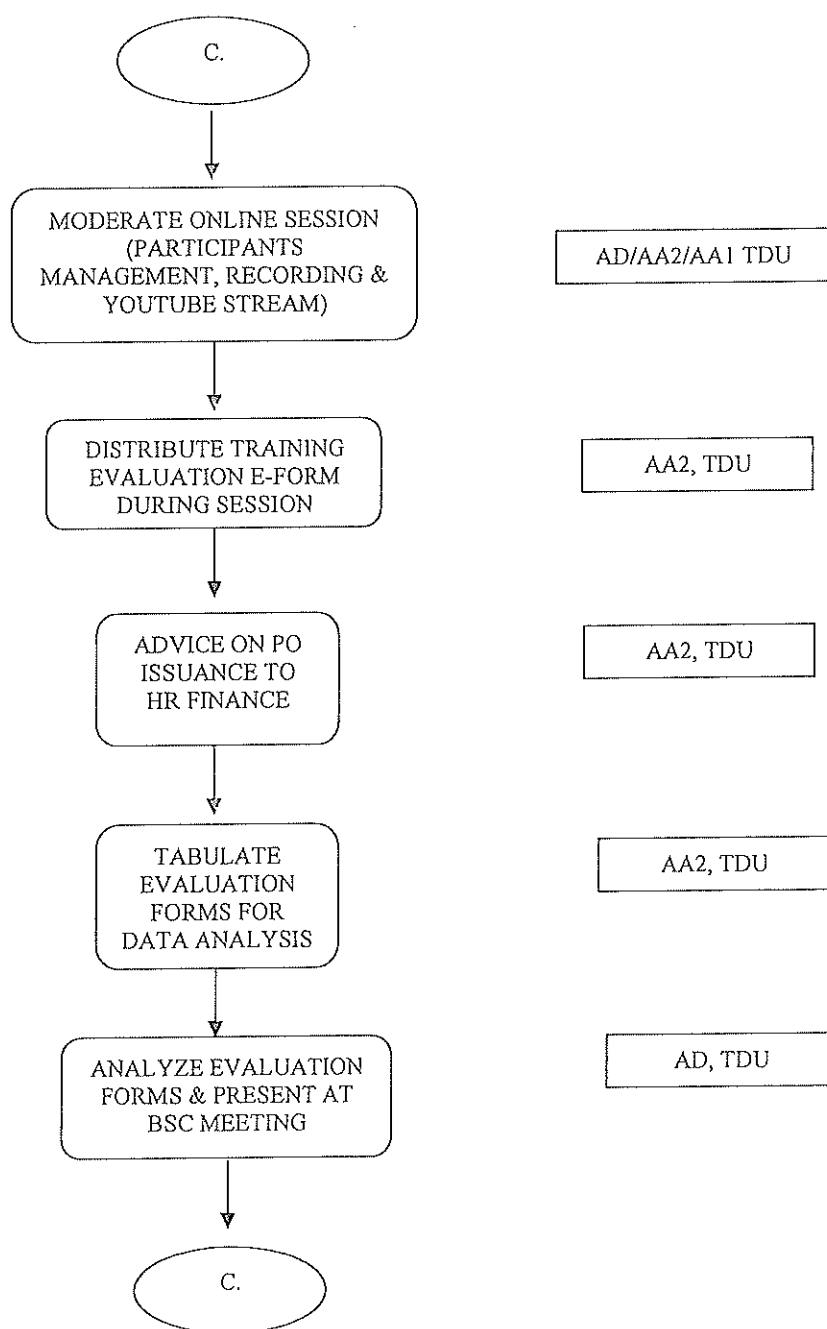
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PROCESS FLOW MSD CENTRALISED TRAINING (ONLINE)



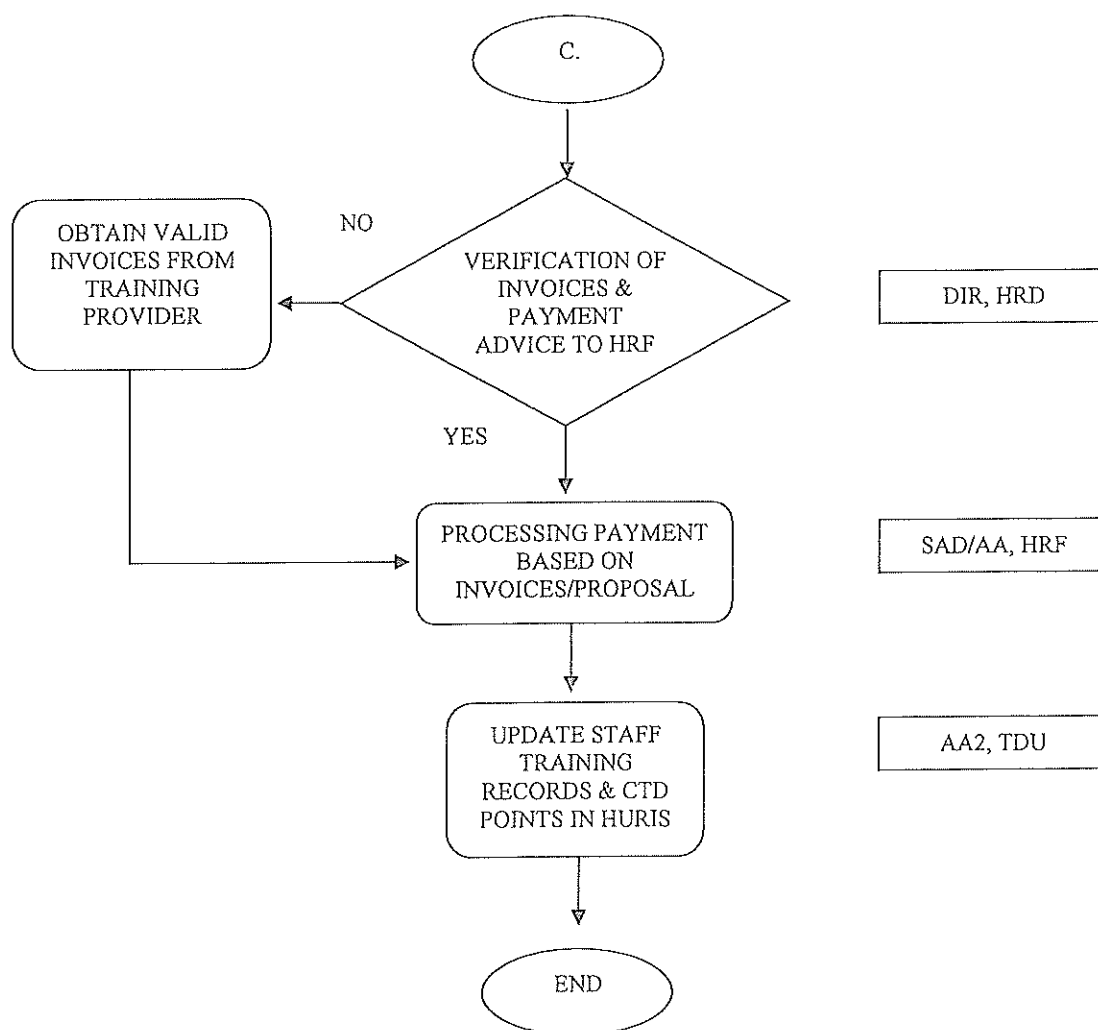
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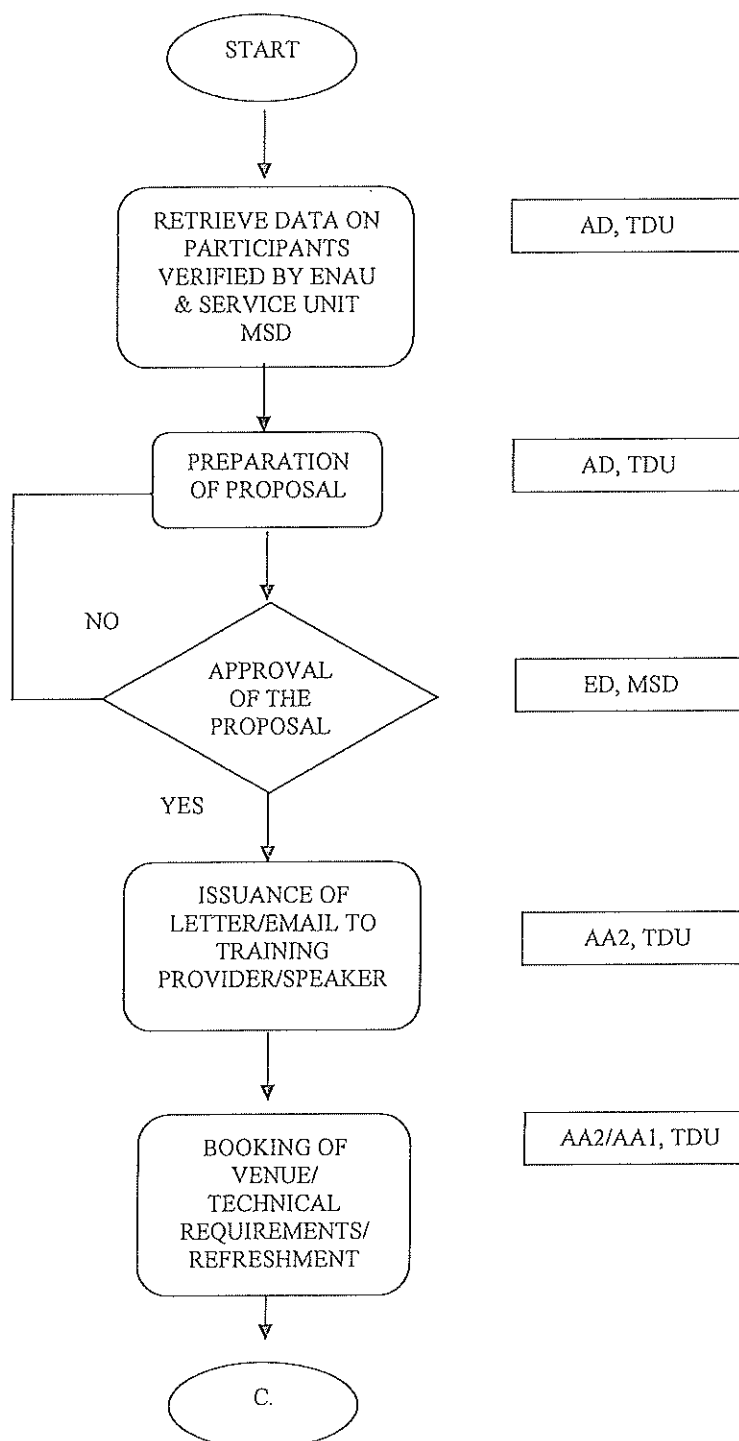
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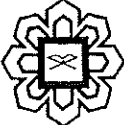
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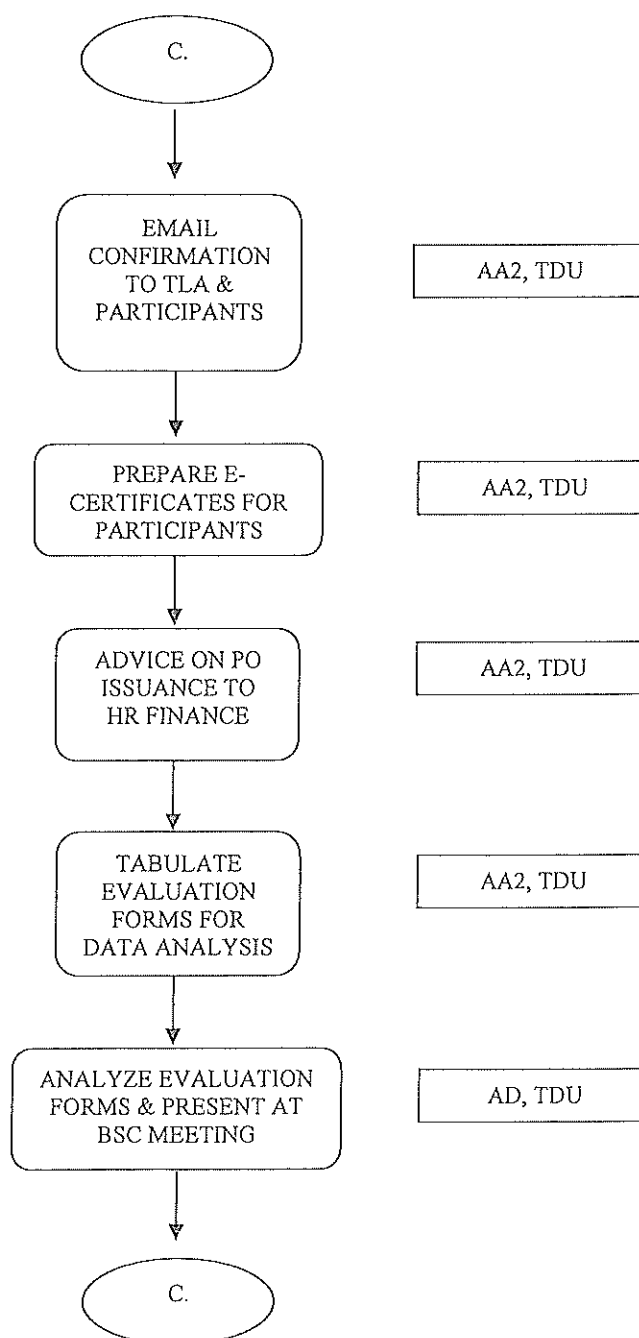
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PROCESS FLOW MSD INDUCTION COURSE



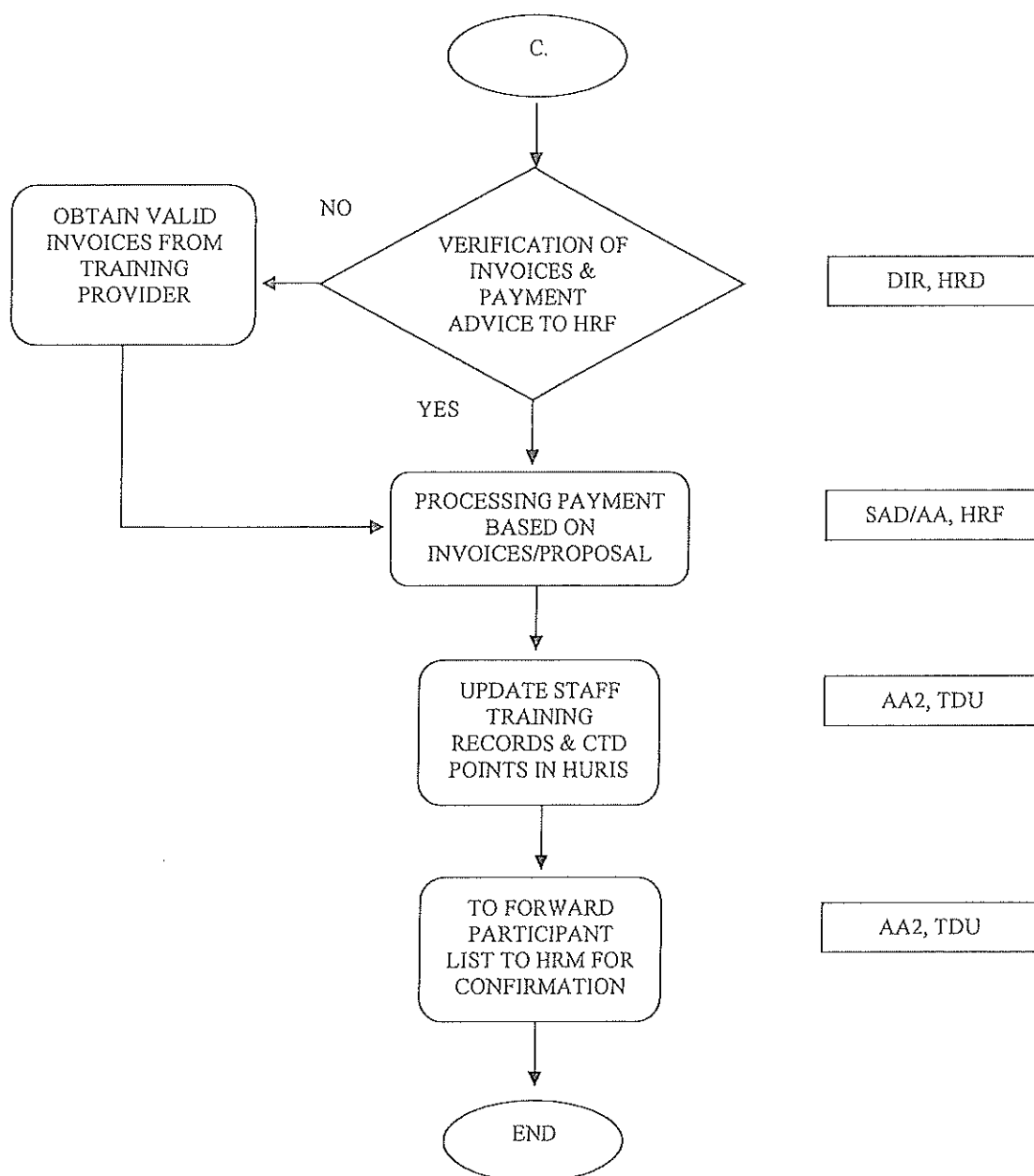
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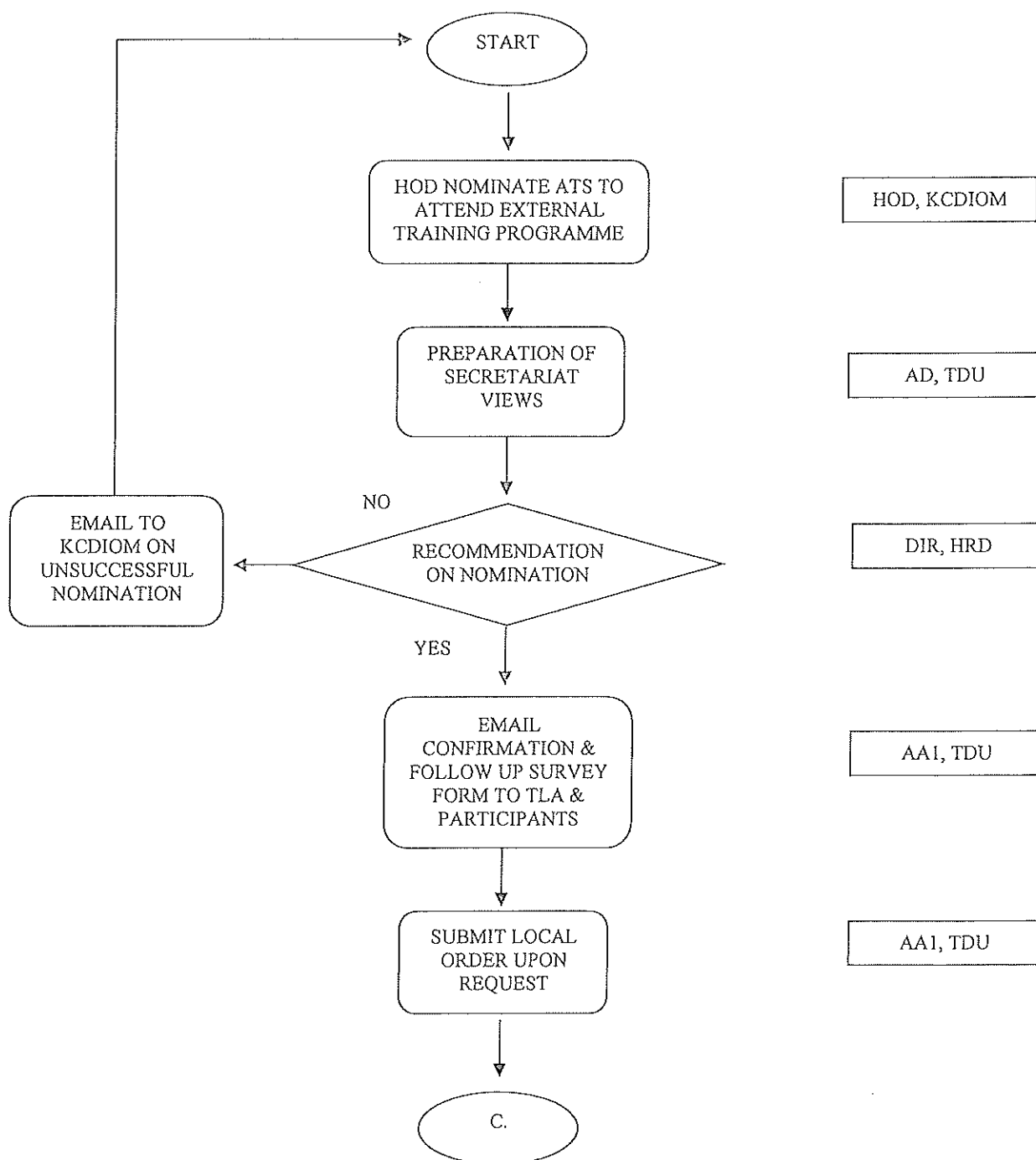
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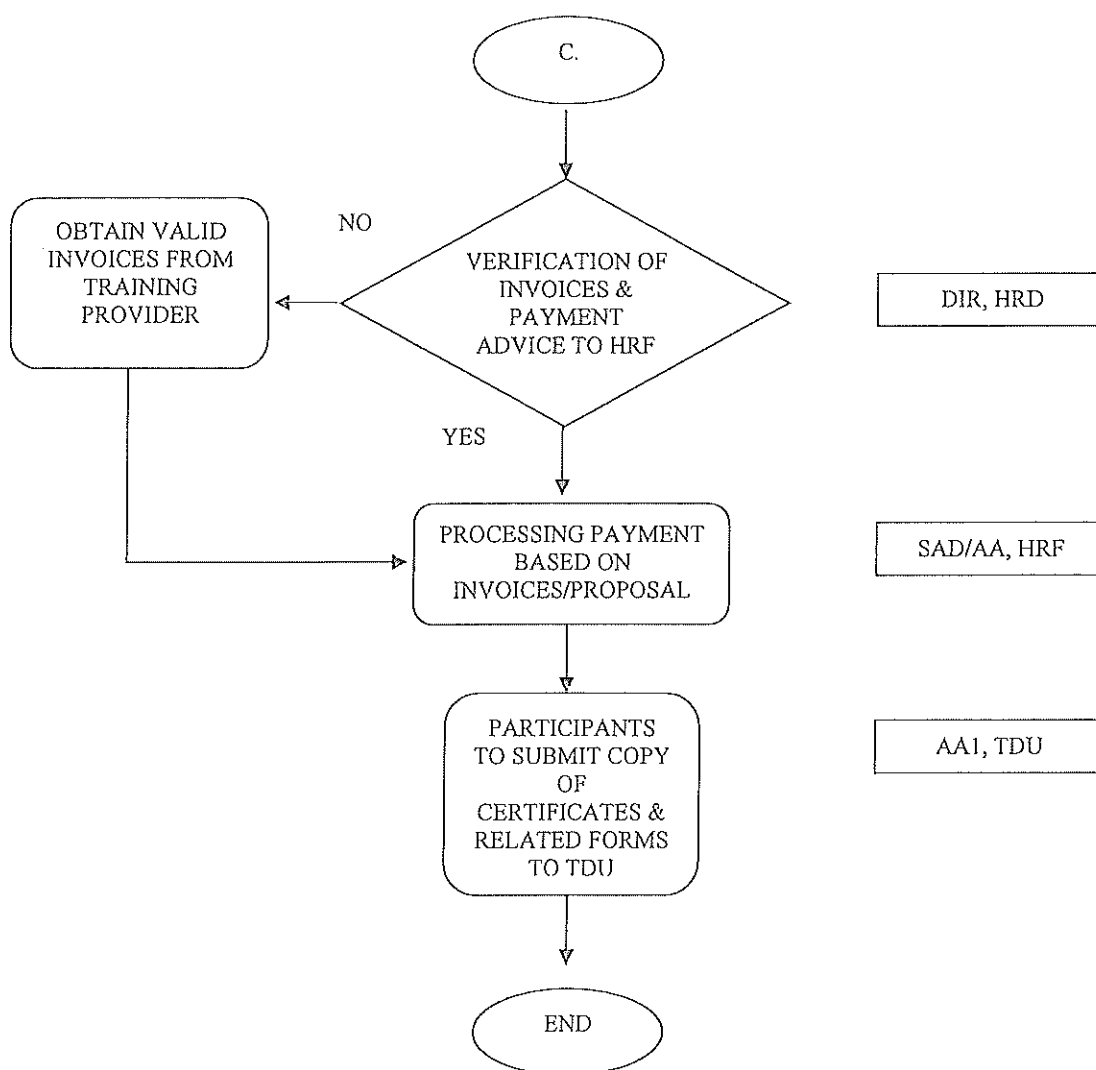
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PROCESS FLOW MSD EXTERNAL TRAINING



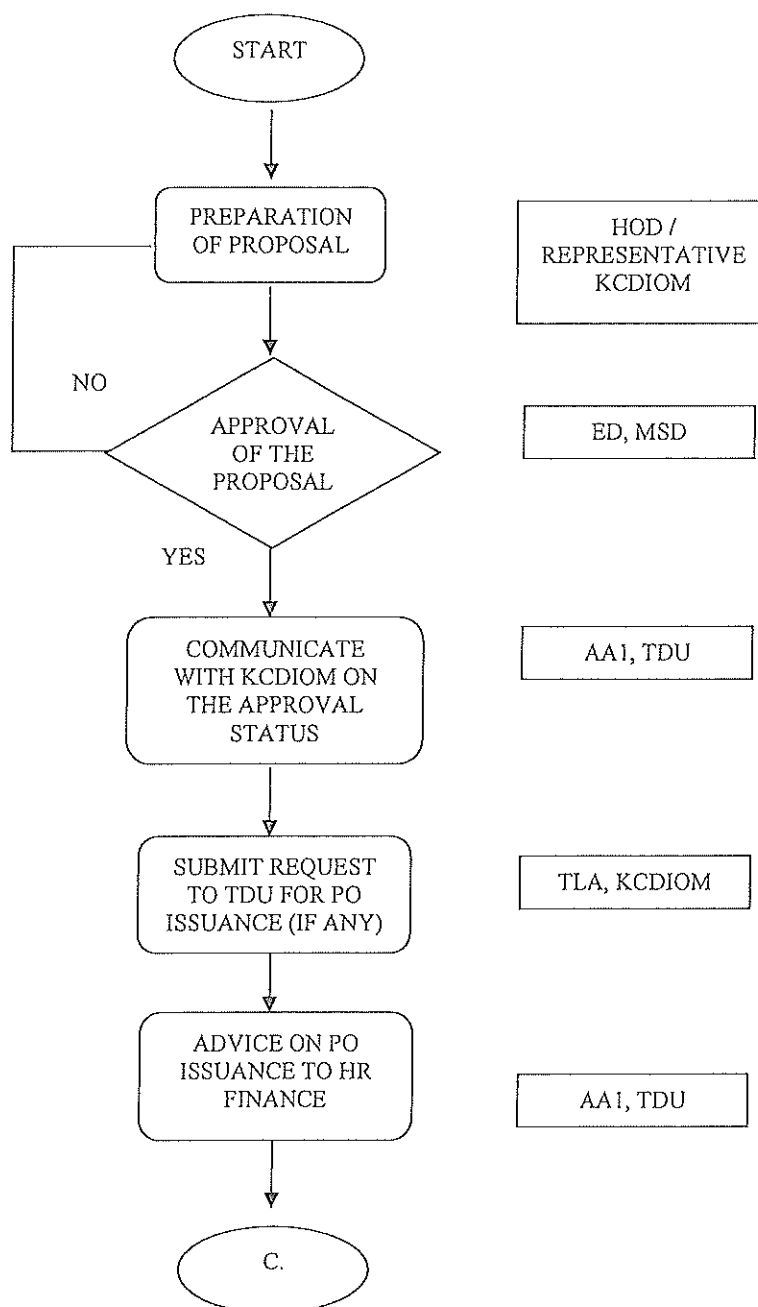
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**PROCESS FLOW KCDIOM TRAINING ACTIVITIES
IN COLLABORATION WITH MSD**



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