

**QUESTIONS & ANSWERS
ADMINISTRATION AND FINANCIAL UNIT
HUMAN RESOURCE DIVISION**

1) OUTSTANDING SERVICE AWARD

Q: What is the basis of consideration for a service member to be entitled for the Outstanding Service Award?

A: A service member who is eligible to receive Outstanding Service Award is as follows:

- i. Permanent, contract or temporary
- ii. Has been in service for a year
- iii. Obtain 85% marks and above

Q: What are the incentives that will be received as a recipient of Outstanding Service Award?

- i. Appreciation Certificate of Outstanding Service Award
- ii. Cash of RM 1000.00
- iii. Opportunity and priority for career development such as attending course, seminars or conferences that can contribute to the enhancement of work performance.
- iv. Opportunity and priority for nomination to receive medals, stars, federal and state honor award.
- v. Name and photo of the recipient will be displayed in a strategic location at the office or place that is always visited by people.

Q: What is the process of determining candidates for APC?

- i. Evaluation by Human Resource Development Panel at the department level for staffs who are eligible to receive APC
- ii. Evaluation and certification by Human Resource Development Panel at the highest level for 8% from the total those who are eligible to receive APC

2) FILE SYSTEM MANAGEMENT

Q: Which Responsibility Centre is responsible to keep the management references record of UPSI File System?

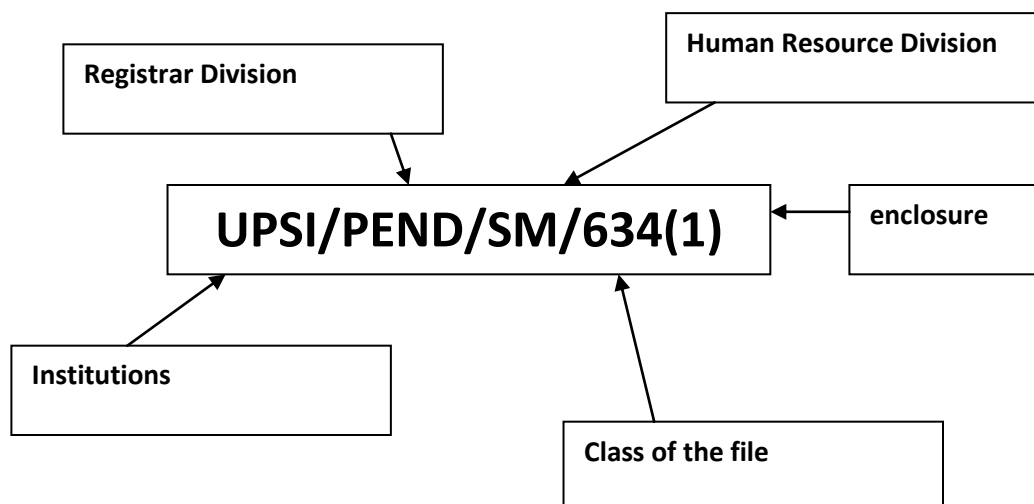
A: Human Resource Division is responsible to keep the management references record of UPSI File System by preparing Manual Guide of UPSI File Management System.

Q: What are the conditions that must be followed in order to close a formal file?

- i. The file must reach the thickness of 4cm or more than 100 pages, or whichever comes first.
- ii. The closed file must be kept by the Responsibility Centres for five (5) years from the closing date.
- iii. It must be informed to the Human Resource Division before the disposal process before it is forwarded to The Director General of the National Archives.

Q: What are the file classifications that are used by UPSI?

A: The file classifications that are used by UPSI are as in the following example:



3) DESK FILE & MANUAL WORK PROCEDURES

Q: What are the differences between Desk File and Manual Work Procedures?

A: Desk File is to give guidelines on tasks that are carried out by a staff. In order to effectively measure the implementation, a few matters must be taken into consideration including list of jobs, job checklist, provision of power, rules and procedures and objectives of the department.

Manual Wok Procedures is a reference document at the department level that gives overview regarding history, establishment of the department, objectives, purposes and roles, procedures and responsibility officers who are responsible to implement the procedures.

4) STAFF HEALTHCARE

Q: Who is eligible to apply for Staff Medical Treatment Book?

A: Staff Medical Treatment Book is provided for all permanent, temporary and contract staffs including their immediate families. However, for part-timers, the healthcare facility is limited only for the staff.

Q: Who is eligible to receive treatment other than the staff?

- i. Wife, wives or spouse
- ii. Children including adopted children and registered step children.
- iii. Children who are above 18 and still pursuing their studies until maximum 21 years old.

Q: What are the steps that must be taken in order to get treatment at Government Clinic/Hospital?

A: Firstly, a staff must get a Guarantee Letter from Human Resource Division. Application can be directly made at <http://www.upsi.edu.my>

Q: How much is the eligible claim if a staff gets treatment in a non panel clinic?

A: Maximum rate of claim for non panel clinic is RM 35.00. Staffs are advised to get treatment in the nearest government hospital/clinic in order to receive free treatment by using the Guarantee Letter that is obtained from HRD.

Q: How long is the period for a staff to get Staff Medical Treatment Book?

A: Staff Medical Treatment Book for panel clinics can be obtained within 5 working days provided all the documents submitted are complete.

Q: What are the needed documents for the Staff Medical Treatment Book?

- i. Copy of Marriage Certificate
- ii. Identity Card of Spouse
- iii. Photo of Spouse
- iv. Copy of Birth Certificate of Children and photo
- v. Copy of offer letter to pursue studies in Public/Private Institutions of Higher Education
- vi. Copy of Adoption form National Registration Department
- vii. For contract staffs from abroad, the needed documents are:
 - Copy of international passport of the staff, spouse and children
 - Photo of spouse
 - Photo of children
 - Job offer letter

5) AWARDS / RECOGNITIONS

Q: What are the facilities received by a staff if he/she is given federal/state honours award?

A: The staff is eligible to claim for the travel cost and receive allowance for Clothing to Attend Formal Event of RM 650.00 (the staff) and RM 450.00 (the spouse).

Q: Does a staff need to apply for leave when he/she attend the award giving ceremony?

A: No need because it is considered as carrying out formal duty.

Q: What is the eligible age limit of a staff to be nominated as recipient for state/federal honours award?

A: More than 40 years old and is serving in public sector.

Q: Who are eligible to be provided with uniforms?

A: Staffs who are eligible to be provided with uniforms are:

1. Office General Assistant
2. Public Junior Employee
3. Security Guard
4. Laboratory Assistant
5. Charge man
6. Handyman
7. Art Designer
8. Medical officer
9. Nurse
10. Health Attendant
11. Driver
12. Medical Lab Technologist
13. Customer Service Officer

Q: How often uniforms are provided to staffs in a year?

A: Staffs are eligible to receive uniforms once a year.