

**QUESTIONS & ANSWERS  
TRAINING UNIT  
HUMAN RESOURCE DIVISION (HRD)**

**1) POLICY / TRAINING CONCEPT**

**Q: What is the meaning of training?**

A: Training is a process of transferring knowledge and discipline in a systematic way to add knowledge and skills to meet the current needs and demands of the organization. This is achieved through any form of learning such as training, courses while working and mentoring/coaching program or similarly with it which contributes to the development of individual and organizational excellence.

**Q: What are the objectives that want to be achieved by providing training/courses to the University staffs?**

A: The objectives that want to be achieved by providing training/courses to the University staffs are:

- a) preparing qualified, capable and competence personnel
- b) achieve quality workmanship/high quality
- c) enhance competency and productivity
- d) creating values and positive behaviours
- e) creating value-creation and value-added in public service
- f) preparing the direction of career development

**Q: What courses are offered by the Training Unit, Human Resource Division?**

A: Training Unit, Human Resource Division offer courses based on the training structure of university staffs covering all positions. However, the offering of the course is based on a review of the course requirements and the financial position of the University. For courses which are needed by staff but it is not offered in the University, staff can apply for courses outside of the UPSI in accordance with the procedure set.

## **2) TRAINING APPLICATION**

### **Q: How to apply for a training?**

A: Training application can be done online via MyUPSI Portal (<http://myupsi.edu.my>). Once it is approved by the Head of Department, applicant will receive an offer memo to attend the training.

### **Q: Where do I check/refer annual training calendar of Training Unit?**

A: Training Calendar can be obtained or referred to on UPSI website (<http://upsi.edu.my>) and also via MyUPSI Portal (<http://myupsi.edu.my>)

### **Q: Can I cancel my training application and replace it with other training?**

A: Every UPSI staff must systematically plan for the training that they would like to attend based on the Staff Development Training Structure by getting the approval form Head of Department. Once it is approved by the Head of Department, applicant is not allowed to withdraw from the training except for satisfactory reason and it is approved by the Registrar.

## **3) COURSE FOR CONFIRMATION IN SERVICE / COMPULSORY**

### **Q: What are the compulsory courses for staffs of Sultan Idris Education University before they are confirmed in service?**

A: There are few compulsory courses that must be attended by all new staffs of Sultan Idris Education University before they are confirmed in service.

For academic staff, the compulsory courses are as follows:

- a) New Staff Orientation Course
- b) Special Induction Course
- c) General Induction Course
- d) English Language Course
  - i. Let's Speak English
  - ii. Functional English
- e) BITARA UPSI Course

- f) Higher Education Teaching and Learning Certification Course
- g) Pre-Lecturer Training Programme

- \* Must sit for Placement Test in order to be exempted from the courses
- \* Only need to attend one of the stated courses

Courses for non academic staffs are as follows:

- a) New Staff Orientation Course
- b) Special Induction Course
- c) General Induction Course
- d) English Language Course
  - i. Let's Speak English
  - ii. Functional English
- e) BITARA UPSI Course

- \* Only need to attend one of the stated courses

**Q: How do I apply for the compulsory courses?**

A: Similar to the other courses, compulsory courses as well can be applied via MyUPSI Portal (<http://myupsi.edu.my>)

**4) PARTICIPATION CERTIFICATE**

**Q: When will the participation certificate be given to the participant?**

A: Training certificate will be given to the participant of the training within two (2) weeks after the course. However, the participation certificate will only be given to the participant who successfully completed the course. Participant who did not fully attend the course is considered as absent from the course

**5) IMPLICATION OF ABSENTEISM**

**Q: What is the action that will be taken if a staff fails to attend the applied course?**

A: Training Unit, Human Resource Division will provide a Warning Letter to the participant who was absent from the course without any valid reason. The letter will be put in the personal file of the staff and it will bring bad implications to the service record of the staff.

## 6) INDUCTION COURSE

### **Q: What is the meaning of Induction Course?**

A: Induction Course is a compulsory course to be attended by government employee for all new appointment of after 1<sup>st</sup> January 1992 (Service Circular Year 1991). This course is divided into two (2) which are General Induction and Special Induction. This course is divided into two (2) personnel groups which are Group of Management & Professional and Supporting 1 that covers Grade 27 and above and Group of Support Staff Grade 17 and below.

### **Q: What are the objectives of implementation of Induction Course for University staffs?**

A: The objectives of the implementation of Induction Course for University staffs are as follows:

- i. Provide equal exposure to all members in Public Service about history of the country, main government policies, country development plans and programme.
- ii. Provide explanation about management system, main procedures, orders, circulars and government guidelines.
- iii. Provide comprehension about method of management and basic and particular needs of certain service and agency.
- iv. Promote values and ethics of excellent work culture among all members of Public Service.

### **Q: What are the differences between General Induction Course and Special Induction Course?**

<b>Subject Matter</b>	<b>General Induction</b>	<b>Special Induction</b>
Content	Foundation of Country Development, General Orders, Office Management Guidelines and Security Orders, Values and Ethics in Service, Resource and Organization Management, Public Accounting Management and Circulars of Public Service Development <b>i) Group of Management &amp; Professional and Support 1</b>	Provide explanation and guidance parallel to the needs and visions of the organization

Timeframe	11 working days	This course is carried out in 3 days for all groups and position grades
Venue	This course is carried out in a venue outside of UPSI	This course is carried out in UPSI
Assessment	Comprised of an assessment element that is divided into two(2) methods which are Throughout the Course Assessment (PSK) and Course Final Exam (UAK)	Does not comprise any assessment element

**Q: How the participant will be evaluated during the General Induction Course?**

A: Participant will be evaluated based on group works, individual task, evaluation by course facilitator and final test of the course. There are few different elements that are given to the participants for Management & Professional Group and Support 1 and Support Group Grade 17 and below.

The elements of evaluation are as follows:

i) Management & Professional Group and Support 1

Course Facilitator	Group Work	Individual Task	Course Final Exam
20%	20%	20%	40%

ii) Support Group Grade 17 and below

Course Facilitator	Group Work	Course Final Exam
40%	30%	30%

**Q: What is the format of final test of General Induction Course?**

A: Management & Professional Group and Support 1, the format of final test is objective (multiple choice questions) and subjective (essay) while for Support Group Grade 17 and below, the questions are objective.

**Q: Who are the panel of questions developers of final test of General Induction Course?**

A: Questions developers for General Induction Course are different based on the Group of the Staff. Induction Course for Management & Professional Group and Support 1, the questions are developed by panel of questions developers of Public Service Department of Malaysia. Training Unit, Human Resource Division will request for the questions from Public Service Department of Malaysia in order to conduct the final test of General Induction Course. While panel of questions developers for Support Group Grade 17 and below are from UPSI.

**Q: How long the result of the General Induction Course is processed and will be released to the participants?**

A: Results and course certificate will be obtained by participants after the Head of the SysCPD Panels has confirmed the decision. This process will take at least three (3) months from the end date of the course. General Induction Course certificate will be sent to the participants through their departments.

**Q: How about the participant who failed the General Induction Course?**

A: The participant who failed the General Induction Course will be given an opportunity to repeat the final test in the next session of this course.

**7) STATEHOOD COURSE**

**Q: Who is the target group of the Statehood Course?**

A: All government employees who would like to sit for Competency Level Assessment (CLA) TK1 as stated by the Service Circular Number 4 Year 2002.

**Q: What are the objectives of the Statehood Course?**

A: The objectives of the Statehood Course are:

- i. to provide exposure and formation of endurance among civil servants physically and mentally in order to enhance patriotism to the country and the Government.
- ii. to give an explanation about the management disciplines and the formation of the behaviour of civil servants in carrying out their duties

iii. to foster the attitudes, values and excellent work ethics among all civil servants

**Q: What is the curriculum of the Statehood Course?**

A: The curriculum of the Statehood Course comprises of history of the rise of the country; issues and current affairs; loyalty to the King; the Government and the nation; integrity management such as anti-corruption, accountability, morality and ethics; and personal and group development. However, the organiser of the course can modify course content, subject to the approval of the Board of the Public Service Competency Assessment.

**Q: How long is the duration of the Statehood Course?**

A: The Statehood Course took five (5) days. The organiser of the course can change the period of the course, subject to the approval of the Board of the Public Service Competency Assessment.

**Q: How the participant will be evaluated during the Statehood Course?**

A: Assessment consists of two (2) methods which are assessment throughout the course and test at the end of the course. The participants will be evaluated through a Group Work Activities (GW) – 55%, Multiple Choice Test (OMR) – 40% and Physical and Health Education (PHE) – 5%. The achievement of marks based on the passing level as follows:

LEVEL OF PASSING	MARKS DISTRIBUTIONS		
	55% (GWA)	OMR 40%	PHE 5%
EXCELLENT	50 – 55	35 – 40	4 – 5
PASS	28 – 49	20 – 34	0 – 3
FAIL	0 – 27	0 – 19	–

**Q: What is the format of the Statehood Course test?**

A: The Statehood Course test consists of objective questions. However, the format and number of questions are different based on the groups whether; Management & Professional Group and Support Group.

**Q: Is any exemption from Health and Physical Education activities granted for the participants who are ill, aged and so on?**

A: Yes. For those who are not able to follow the activity can be excluded after informing the Chief Facilitator courses provided they submit a doctor's letter.

**Q: How about the assessment towards the participants who are sick, aged and so on?**

A: For participants who are sick, aged and so on, they still will be evaluated based on the assessment format of the Statehood Course which are Group Work Activity (GWA), Multiple Choice Question (MCQ), and Physical and Health Education (PHE). In order to PASS, the participants must obtain at least 28 marks (GWA), 20 marks (MCQ) and 0 marks (PJK).

**Q: How the process to release the result of Statehood Course is done?**

A: Once the course is finished, marks for Group Work Activity (GWA), Multiple Choice Question (MCQ), and Physical and Health Education (PHE) will be calculated to be as percentage (%) and the suggestion of the result will be presented to the Meeting of Assessment Panel of Statehood Course for consideration and decision whether Excellent, Pass or Fail. Participants who are Excellent and Pass will be given the certificate of Statehood Course.

**Q: How about participants who fail the Statehood Course?**

A: Participants who fail the Statehood Course will be given an opportunity to repeat this course after a year from the date of the course that they attended. The reduction of this period can be considered by the Assessment Panel of Statehood Course

**Q: How long the result of the Statehood Course will be released to the participants?**

A: The result and certificate of Statehood Course will be received by the participants after the Meeting of Assessment Panel of Statehood Course make the decision and it will take at least two (2) months form the end date of the course. The certificate of Statehood Course will be send to the participants through their department/ministries.

## **8) BITARA COURSE**

**Q: What is Bitara Course?**

A: UPSI Bitara Course is a course that is particularly designed for all UPSI staffs in order to strengthen the structure of the organization, management system and human resource management and build love towards the University. This course as well is designed to implement six (6) values of UPSI BITARA among UPSI staffs with the combination of physical activities, public speaking, discussion, role play/games and video show/singing.

The six (6) Bitara values are:

<b>NO.</b>	<b>BITARA VALUES</b>	<b>SUPPORTING VALUES</b>
1	Integrity	i. Honest ii. Transparent iii. Accountability iv. Fair
2	Professional	i. Commitment ii. Love of Knowledge iii. Competent iv. Ethical
3	Teamwork	i. Consensus ii. Focus on the goals iii. Respect each other iv. Proud of UPSI
4	Customer Oriented	i. Responsive ii. Proactive iii. Friendly iv. High- quality
5	Concerned of the Member's Welfare	i. Empathy ii. Appreciation iii. Conducive iv. Opportunity to develop
6	Creative & Innovative	i. Continuous Improvement ii. Added – value iii. Stand a chance iv. Inventive

**Q: What are the selection criteria of BITARA participants?**

A: UPSI Bitara Course is a compulsory course for all UPSI staffs. Participants of this course are permanent and contract staffs only. In order to fulfil the needs of the course, participants are required to apply for the course on UPSI website (<http://www.upsi.edu.my>) or through MyUPSI Portal. Number of participants is limited to 60 per course in order to ensure participant's comfort.

**Q: How long is the duration of this course?**

A: This course is held for 4 days and 3 nights.

**Q: What is the content of UPSI Bitara Course?**

A: This course is designed to implement six (6) UPSI BITARA values that must be practiced by every UPSI staff. There are physical activities such as physical exercises, canoeing, Management Game and Explore Race. Participants will undergo Bitara values embedded programme until the last day of the course.

**Q: Who is allowed to get deferral from attending Bitara Course?**

A: UPSI Bitara course is compulsory for confirmation in service and promotion. Staffs must plan well to attend this course in order to simplify job confirmation process. However, staffs will be given deferral for certain cases:

- \* Study Leave SLAB/SLAI/ Sabbatical
- \* Maternity Leave
- \* Pilgrim Leave

For emergency case and other cases, participant must provide a deferment letter to the Registrar through Head of Department. Only application that is approved by the Registrar will be given deferment.

**Q: Who are the facilitators of UPSI Bitara Course?**

A: UPSI Bitara course was designed and developed on 2006 by UPSI with the help of Focus Learning Consultant. The facilitators of this course were among UPSI lecturers and staffs with guidance from the consultant. Since 2008, this course is fully handled by facilitators from UPSI without any help from the consultant.

**Q: How do I get to know about the status of application for Bitara course?**

A: Participants may call Training Unit, Human Resource Division in order to check for the application status of this course. Offer letter will be given to the participants two (2) weeks before the course.

**Q: Can I attend this course if I have health problem?**

A: Participants who have health problem are not encouraged to join the course. However, if the health problem is continuous like asthma, heart problem, staffs may join this course by informing about their health problem to the Secretariat of the course. They will be given exemption from physical activity such as canoeing.

**Q: If I am interested to be as the facilitator for this course, how do I apply?**

A: Staff who is interested to become as facilitator for Bitara course must send a memo to the Registrar through Head of Department. Human Resource Division will process the application and train the staff. The staff will be given a slot during the course to handle as an ability test. Once the evaluation panels are satisfied the staff will be accepted as facilitator of UPSI Bitara Course.

**Q: What is the action that will be taken if I do not attend UPSI Bitara Course?**

A: Staff who does not attend UPSI Bitara course without a valid reason will be given a Warning Letter . It will bring bad implications to the service record of the staff. The letter will be put in the personal file of the staff and it will bring bad implications to the job confirmation and promotion.

## **8) COURSES ORGANIZED BY OTHER AGENCIES**

**Q: What is the process to apply for courses organized by other agencies?**

A: An applicant must obtain an application form to attend Courses Organized by Other Agencies on website of Human Resource Division (<http://www.bsm.upsi.edu.my>).

**Q: Who is responsible to pay for the cost of the course?**

A: Applicants must apply in order to attend any course organized by other agencies using HRD fund or fund of their Responsibility Centre. If they are using fund of HRD, they must get approval from Senior Deputy Registrar Department while if they are using the fund of their responsibility centre, they ought to get approval from their Head of Department.

## **9) PRACTICUM**

**Q: How to apply for practicum in UPSI?**

A: Applicant must submit a practicum application letter to Training Unit, Human Resource Division. Training Unit will send the letter to the particular Responsibility Centre based on the student's qualification.

**Q: Does UPSI offer any allowance or accommodation for the practicum students?**

A: UPSI does not offer any allowance or accommodation for practicum student.

## **Continuous Professional Development – SysCPD**

### **1) MANAGEMENT & SUPPORT STAFF**

**Q: What are the minimum points that must be collected by management and support staffs?**

A: The minimum point that must be collected is based on the group of service grades of the staffs as the following table:

<b>Grade</b>	<b>Minimum Point/Year</b>
41 – 54	30
27 – 40	25
17 – 26	20
1 – 16	20

**Q: What is the minimum point that must be collected by the academic staffs?**

A: For the purpose of Competency Level Assessment (CLA), an academic staff Grade DS 45 – 54 must collect minimum points of 48 hours per year and complete four (4) CLA modules that are allocated in a year.

For academic staff who is not taking CLA, they have to collect minimum 10 points per year for the purpose of Performance Assessment. They must sit for CPD Course (Management & Support) that is organized by the University.

However, Grade DG 41- 54, must fulfil the requirements of minimum points as Management & Support staff Grade 41 – 54.

**Q: Can the points be carried forward to next year?**

A: Total points that is more than minimum point is not allowed to be carried forward to next year (result of Meeting SysCPD Panels; No 1/2009, 15<sup>th</sup> January 2009).

**Q: Does a staff have to be confirmed in service before collecting CPD points?**

A: Not necessary. All permanent appointment, whether has been confirmed in service or in probation period must collect CPD points.

**Q: How many CPD points are provided for staffs who attended courses or seminars that are included in competency?**

A: Eligible CPD points for the staffs are 1 hour equivalent to 1 point for the actual hours of attending courses and 1.5 point for one day conference.

**Q: Can a staff apply for CPD points for a public speaking attended by him/her?**

A: Can.

**Q: Can CPD points be applied by staffs who are carrying out their job scope? (For example: lecturer who is giving lecture, can he apply for CPD points for giving lecture?)**

A: Cannot if the staffs are carrying out their job scope.

**Q: In the event, a staff is working for less than a year, how many CPD points that he/she has to collect?**

A: If a staff is working less than a year, the following formula is used to calculate the minimum CPD points that must be collected.

<u>No. Of Months in Service</u>	X	Minimum Points
12 months		

**Q: How about a staff who does not manage to collect the minimum points of CPD?**

A: The staff will only get Level I or Level II based on the determined criterion and it will as well affect the contribution to Annual Performance Evaluation Report.

**Q: What are the training programmes that are provided under SysCPD?**

A: For Management and Support Staffs, there are six (6) categories of training programme that can be applied under SysCPD, which are:

1. Short Course
2. Intermediate/ Long Course

3. Knowledge & Skills Development
4. Professional Bodies Activities
5. Expert recognition; and
6. Publication/ Writing

**Q: What are the training programmes that are provided in SysCPD for academic staffs?**

A: For academic staffs, they can attend Short Courses/ Seminars/ Conferences/ Workshops. However, the participation will be considered as participant based on the calculation 1 hour = 1 point.

Any involvement of a lecturer as facilitator/organizer will not be given CPD points as it will be taken into consideration in CV for academic promotion

Training is included training organized by Responsibility Centre and abroad courses.

**Q: What type of courses and seminars that are not contributed for CPD points?**

A: Courses that are not related to the job scope or competency field of the staff.

**Q: What should be done in order to apply for CPD points for attending training organized by other agencies?**

A: Staff must fill up CPD Points Application Form and provide supporting documents and report based on the set format by Training Unit for consideration of UPSI SysCPD.

**Q: Are courses organized by Ministry of Health or other ministry can be given CPD?**

A: Yes if it is related to the job scope or competency field of the staff.

**Q: Does an employee who attend other courses organized by voluntary bodies can apply for CPD points?**

A: The application can be made to SysCPD Panels as it will be decided by them.

**Q: How the CPD points are given for each of the category?**

A: Each category will be credited with different CPD points based on category \*(attach)

**Q: How many CPD points will be given if staffs attend compulsory courses for service?**

A: For compulsory courses for service such as Orientation, Induction Course, Statehood Course, BITARA and Let's Speak English only will be given 2 CPD points (Result of the Panel SysCPD Meeting; No. 1/2009, 15<sup>th</sup> January 2009)

**Q: Are the CPD point given by external professional bodies similar to the points of SysCPD UPSI?**

A: All the CPD points will be determined by the Panels of SysCPD UPSI based on SysCPD UPSI criterions.

**Q: Is a study tour to increase knowledge is calculated as CPD points?**

A: It depends on the activities during the study tour and will be considered by the Panels of UPSI SysCPD.

**Q: When CPD is implemented, is Competency Level Assessment will be conducted?**

A: Competency Level Assessment will still be conducted in the format of CPD.

**Q: How the Competency Level Assessment will be conducted in SysCPD?**

A: For management & support staffs, they are required to collect sufficient minimum CPD points in order to get Level III in Competency Level Assessment. In order to get Level IV, the staffs must apply to undergo the assessment as set by the UPSI SysCPD Evaluator Panels.

More details are as follows:

GROUP	LEVEL	CPD POINTS	EXPLANATION
Service Grade 17 – 54	I	<minimum points>	Does not reach Minimum Points
	II	<minimum points>	Meet the Minimum Points + does not complete Course Report
	III	<minimum points>	Meet the Minimum Points + complete Course Report
	IV	<minimum points>	Reach Level III + Pass with Excellence in the Assessment *Assessment Method –Assignments/ Viva/ Presentation/ Interview and other methods (The assessment is done by SysCPD Panels who are appointed by UPSI Competency Evaluation Board)

GROUP	LEVEL	CPD POINTS	EXPLANATION
Service Grade 1 – 16	I	0 – 5	Does not reach Minimum Points
	II	9 – 6	Does not reach Minimum Points
	III	≥ 10	Meet the Minimum CPD Points
	IV	≥ 10 and pass special evaluation method	Reach Level III + Pass with Excellence in the Assessment *Assessment Method –Assignments/ Viva/ Presentation/ Interview and other methods (The assessment is done by SysCPD Panels who are appointed by UPSI Competency Evaluation Board)

**Q: When the evaluation by SysCPD panel will be done?**

A: The evaluation will be done on June and December every year depends on the decision of UPSI Competency Evaluation Board.

**Q: Who are the SysCPD Evaluation Panels who will evaluate for Competency Level Evaluation?**

A: At least three (3) Evaluation Panels will be appointed by the UPSI Competency Evaluation Board.

**Q: In case there is staff who is not satisfied with the decision of SysCPD Panels, what is supposed to be done?**

A: The staff may appeal to UPSI Competency Board.

**Q: What are the courses that require a staff to submit a Course Report?**

A: The staffs who would like to be evaluated using Competency Level Assessment only must complete Course Report for every course organized by Training Unit of Human Resource Division and courses organized by other agencies. Compulsory courses are exempted for Course Report. The format of the Course Report can be downloaded on Human Resource Division website (<http://bsm.edu.my>).

**Q: Why does a staff not receive any salary movement even the staff obtain Level IV?**

A: Other than Competency Level Assessment, condition to receive salary movement is through an excellence Performance Evaluation Report certified by the Head of Department.

**Q: If an employee is pursuing Diploma, Degree, masters and PhD, does he/she qualify for CPD points?**

A: No, because that is for the development of individual's career.

**Q: What if there is a Head of Department who practices favouritism and sending the same staff to attend courses and seminars?**

A: Such issue does not arise because all staffs are eligible to attend courses in order to collect CPD points and this activity is monitored by UPSI SysCPD Panels.

**Q: What if the Responsibility Centre does not have sufficient fund to conduct a course?**

A: The Responsibility Centre may do twinning with the Training Unit through training planning at the end of every year for incoming year programme.

**2) PERFORMANCE EVALUATION**

**Q: How does the CPD Point contribute to marks of Performance Evaluation?**

A: Minimum point that is collected will contribute to the Performance Evaluation for Section Knowledge and Skills. If the staff reaches minimum points, marks for this section will be automatically generated to the marks of Performance Evaluation as the following Table:

GROUP	GRADE	MINIMUM CPD POINTS	MARKS OF SECTION V	Maximum Acquisition Limit for SysCPD Marks	Acquisition from Consideration of the Head of Department
				LPP Marks 20%	LPP Marks 20% - 35%
Special Grade	VK	10	25%	25%	10%
JUSA	VU	10	35%	21%	14%
Academic	45 – 54	10	20%	12%	8%
A	41 – 54	30	20%	12%	8%
B	27 – 40	24	25%	15%	10%
C	17 – 26	20	25%	15%	10%
D	1 – 16	10	20%	16%	4%

For those who do not reach minimum points, the marks of Performance Evaluation in Acquisition from SysCPD Section will be determined based on the following format:

Weights	<u>Minimum Points</u> Full Points	X 6
% LPP	<u>Weights</u> 10	X % marks of Knowledge & Skills Section

\* With an estimation 6:4. 6 are from SysCPD, and another 4 is from the Head of Department.