Learning and Development Programs

Towards Public Service Transformation

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Towards Public Service Transformation

SCAN ME

PROGRAM PEMBELAJARAN DAN PEMBANGUNAN TK 2025/2026

INFO- COMMUNICATION TECHNOLOGY (ICT) & INNOVATION

OFFICE APPLICATION		
Microsoft Access (Basic)	IO0101250	25 - 27 OGOS; 10 - 12 NOV
Microsoft Word (Basic)	IO0101200	23 - 24 APR; 2 - 3 JUL; 17 - 18 SEP; 11 - 12 FEB
Microsoft Excel (Basic)	IO0101220	29 - 30 APR; 10 - 11 JUN; 2 - 3 SEP; 4 - 5 NOV
Microsoft PowerPoint (Basic)	IO0101240	29 - 30 APR; 13 - 14 OGOS; 5 - 6 NOV
Microsoft Excel (Intermediate)	IO0101230	6 - 7 MEI; 1 - 2 JUL
Microsoft Access (Intermediate)	IO0101120	12 - 14 JAN
Mail Merge Menggunakan Microsoft Word (Intermediate)	IO0101210	4 - 5 JUN; 14 - 15 OKT; 3 - 4 DIS; 20 - 21 JAN
FUNDAMENTAL KNOWLEDGE OF AI		
Artificial Intelligence and Machine Learning Fundamentals BAHARU	IO0101010	25 - 26 JUN
Data Analytics Using Machine Learning for Public Sector	IM0202040	12 - 14 OGOS
Microsoft Power BI - Data Analytics and Visualisations	IM0202050	3 - 5 JUN; 11 - 13 OGOS
Data Analysis and Decision Making using SPSS	IM0202140	15 - 17 SEP
Data Analysis and Decision Making using Stata	IM0202150	1 - 3 JUL
Introduction to Basic Programming	IM0202160	25 - 26 NOV
PROJECT MANAGEMENT		
Project Management Essentials BAHARU	IO0101030	6 - 8 MEI
Microsoft Project for Project Management	IM0202170	16 - 21 JUN
DIGITALISATION		
Pengenalan Asas IT BAHARU	IO0101020	3 NOV
Digital Literacy	IO0101060	16 - 17 JUL; 1 - 2 OKT; 3 - 4 FEB
Introduction to Microsoft Sharepoint	IO0101070	14 -15 MEI
CREATIVE MEDIA		
Infographic for Beginners	IM0202090	22 - 23 APR; 7 - 8 JAN
Video Creation	IO0101100	10 - 11 FEB
Mobile Apps Design & Development	IO0101110	8 - 10 JUL; 9 - 11 SEP
Creating Diagrams with Microsoft Visio	IM0202190	10 - 12 JUN
INNOVATION		
Problem Solving and Decision Making	IO0101130	8 - 9 JUL; 22 - 23 SEP
Organisational Process Improvement	IM0303260	17 - 19 JUN
Design Thinking	IM0303280	5 - 7 OGOS; 18 - 20 SEP
Kumpulan Inovasi & Kreatif Perkhidmatan Awam	IM0303270	12 - 15 MEI; 8 - 11 SEP; 26 - 29 JAN
CYBER SECURITY		
IT Security Awareness for Executives	IM0202080	3 JUN
IT Security Awareness for End Users	IM0202180	28 APR; 30 JUN; 28 OGOS; 15 SEP

MANAGEMENT, HUMAN RESOURCE, COMMUNICATION & CUSTOMER SERVICE

BUSINESS MANAGEMENT		
Strategic Management and Strategic Planning	MM0303190	6 - 7 OKT
Research Methods BAHARU	MO0101010	22 - 25 SEP
Change Management	MO0101130	11 - 12 JUN
Performance Management using KPI	MM0303020	8 - 9 JUL; 1 - 2 OKT
Pembantu Pejabat Cemerlang	MM0202050	7 - 8 MEI; 2 - 3 JUL; 8 - 9 OKT; 7 - 8 JAN; 4 - 5 FEB
Menangani Perubahan	MO0101120	5 - 7 OGOS; 25 - 27 NOV; 2 - 4 DIS; 27 - 29 JAN
Kemahiran Kesetiausahaan	MM0202040	8 - 11 SEP
Kemahiran Penyeliaan	MM0303180	4 - 5 OGOS
CUSTOMER SERVICE		
Pengurusan Perkhidmatan Berkesan	MM0303100	9 - 11 SEP; 4 - 6 NOV
Perkhidmatan Pelanggan Profesional	MM0303110	14 - 16 APR; 12 - 14 MEI; 2 - 4 JUN; 4 - 6 OGOS; 13 - 15 JAN
EFFECTIVE COMMUNICATION		
Pemantapan Komunikasi Efektif	MM0202060	13 - 15 MEI; 3 - 5 JUN; 12 - 14 OGOS; 4, 6 - 7 OKT; 10 - 12 FEB
Menguasai Penyampaian	MM0202070	5 - 8 MEI; 1 - 4 SEP; 13 - 16 OKT
Penyediaan Laporan dan Kertas Kerja	MM0202080	15 - 18 SEP; 3 - 6 NOV; 15 - 18 DIS; 12 - 15 JAN
Tatacara Persuratan Rasmi (Klinikal)	MO0101170	16 OKT; 18 OKT; 15 - 17 NOV; 22 JAN; 24 JAN
EFFECTIVE HUMAN RESOURCE		
Rangka Kerja Pembangunan Kapabiliti Perkhidmatan Awam (PSCDF) BAHARU	MO0101260	17 APR; 15 MEI; 19 JUN; 10 JUL; 28 OGOS; 16 OKT; 20 NOV; 4 DIS; 22 JAN; 12 FEB
Train The Trainers	MO0101210	25 - 30 OGOS
Induksi Perkhidmatan Awam	MO0202150	7 - 12 JUL; 4 - 9 OGOS
Induksi Perkhidmatan Awam (Refresher)	MM0202200	1 - 2 OKT; 7 - 8 JAN
Asas Kemahiran Kaunseling	MO0303140	14 - 15 JUN; 2 - 3 DIS; 7 - 9 FEB
Persediaan Persaraan	MO0101160	9 - 16 JUN; 19 - 26 JUN; 4 - 11 OGOS; 16 - 23 OGOS; 1 - 8 NOV
Detox Minda	MM0303020	15 - 17 APR; 16 - 19 JUL; 8 - 11 NOV
Kerja Berpasukan	MM0202090	8 - 10 JUL; 16 - 18 SEP; 27 - 29 JAN; 24 - 26 FEB

GOVERNANCE & LEADERSHIP

GOVERNANCE		
Policy Development and Analysis BAHARU	GM0202010	25 - 27 OGOS
Strategic Leadership and Innovation BAHARU	GM0202020	12 - 14 OGOS; 2 - 4 NOV
Policy Monitoring and Evaluation	GM0202070	1 - 3 JUL
Memperkasa Kepimpinan Diri BAHARU	GM0202080	9 - 11 OGOS; 6 - 7 & 9 NOV
Urustadbir Islam Maqasid Syariah	GM0202040	7 - 8 OGOS; 25 - 26 NOV
Rukun Akhlak dan Etika Kerja Perkhidmatan Awam	GM0202050	7 - 9 APR; 5 - 7 MEI; 10 - 12 JUN; 26 - 28 OGOS; 23 - 25 SEP; 18 - 20 NOV; 19 - 21 JAN
Penerapan Negara Zikir dalam Perkhidmatan Awam	GM0202060	3 - 5 JUN; 8 - 9 & 11 OKT; 12 - 13 & 15 NOV; 03 - 04 & 06 DEC
LEADERSHIP		
Public Sector Leadership And Management BAHARU	GM0202030	29 - 30 APR; 25 - 26 JUN

PENSIJILAN PERKERANIAN

Bengkel Perkeranian Asas	MO01011-1	9 - 16 JUN; 5 - 12 JUL; 8 - 15 OGOS
Bengkel Pembangunan Diri	MO01011-2	30 - 05 APR - MEI; 04 - 07 OGOS; 02 - 05 FEB
Bengkel Penggunaan ICT	MO01011-3	29 - 08 APR - MEI; 1 - 10 JUL; 08 - 17 SEP; 1 - 11 NOV; 06 - 15 JAN

SIGNATURE

Ramadhan Talk Series	26 FEB
Innovation Bootcamp	1 - 3 SEP

FLAGSHIP

Program Jati Diri	30 - 03 JUN - JUL; 08 - 11 SEP; 08 - 11 DIS; 19 - 22 JAN

BAHAGIAN

I, II | II | III | IV | V | IV & V | I, II & III | II, III | I, II, III IV, V | II, III, IV & V | II, III, IV | III, IV & V

INSTITUT PERKHIDMATAN AWAM

GOVERNANCE & LEADERSHIP

PROGRAM PEMBELAJARAN DAN PEMBANGUNAN TK 2025/26

Governance

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

POLICY DEVELOPMENT AND ANALYSIS (GM0202010)

INTRODUCTION

What does policy development and analysis actually mean? It refers to the research, analysis, creation, implementation and maintenance of laws and regulations on specific public issues by the respective local, state or federal governments. It is an ongoing process because policies need to be re-evaluated and amended from time to time, depending on costs, resource allocation, impact etc. The primary objective of a government introducing public policy is to improve the quality of life of its people.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Learn and acquire various concepts, theories and methods involved in policy development and analysis in multiple domains across policy-making.
- Practise and guide others to practise ethical methods of operation for faster growth for all.
- Assist organisation to grow by creating and successfully implementing policies that safeguard public interests and adhere to all required standards and benchmarks.
- Derive a sense of satisfaction from contributing to society and public interests.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 Hours)	Division I (ES1) Division II - B3 (ES2)	English

Governance

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

STRATEGIC LEADERSHIP AND INNOVATION (GM0202020)

INTRODUCTION

The forces of globalisation, modernisation and the rapidly changing business environment have necessitated urgent reforms in the public sector. As citizens increasingly demand quicker, higher-quality and more convenient services, public sector organisations are compelled to adapt. Consequently, there is a growing expectation for leaders to demonstrate strategic thinking and foster innovation.

LEARNING OUTCOME

At the end of this course, participant will be able to:

- Understand the concepts of strategic leadership and innovation.
- Analyse external and internal organisational environments.
- Develop innovative visions and strategies.
- Lead organisational change and transformation.
- Cultivate a culture of innovation and creativity.
- Effectively manage innovation projects.
- Evaluate and measure the impact of innovation.
- Apply strategic leadership and innovation skills in their respective organisational contexts.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 Hours)	Division I (ES1) Division II (ES2)	English

Leadership

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

PUBLIC SECTOR LEADERSHIP AND MANAGEMENT (GM0202030)

INTRODUCTION

The complex global environment in which we now operate brings a wide range of challenges yet our responses to these need not be conventional. Organisations desire multi-skilled leaders. Besides possessing the technical expertise, the organisations value leaders who can effectively manage people, deal with significant changes, manage clients and comprehend the intricacies of their respective markets, industries and businesses. It is challenging to live up to these expectations. The public sector leaders play a very significant role in engaging all stakeholders towards achieving the Brunei Vision 2035.

LEARNING OUTCOME

At the end of this course, participant will be able to:

- Recognise the need for leadership in public governance.
- Identify the differences between leadership and management.
- Identify good public sector leadership.
- Perform effective decision making and communication.
- Promote leadership behaviours that help overcome challenges.
- Engage and involve the teams during times of change.
- Apply techniques to manage and implement change effectively.
- Practise the problem-solving skills.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division I (ES1) Division II - B3 (ES2)	English

Governance

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

URUSTADBIR ISLAM: MAQASID SYARIAH (GM0202040)

PENGENALAN

Kursus ini bertujuan untuk memperkenalkan konsep Urustadbir Islam melalui pendekatan Maqasid Syariah. Maqasid Syariah merujuk kepada objektif-objektif undang-undang Islam yang bertujuan untuk meningkatkan kesejahteraan umat manusia dan memastikan keadilan serta kesaksamaan dalam masyarakat. Memahami Maqasid Syariah adalah penting bagi pentadbiran awam dan urustadbir dalam konteks Islam, kerana ia mengintegrasikan dimensi etika dan moral ke dalam proses pembuatan keputusan. Kursus ini akan membekalkan peserta dengan pengetahuan dan kemahiran yang diperlukan untuk mengap-

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Memahami konsep dan prinsip asas Urustadbir Islam.
- Menjelaskan definisi dan kepentingan Maqasid Syariah dalam urustadbir.
- Mengaplikasikan pendekatan Maqasid Syariah dalam membuat keputusan dan menyelesaikan isu-isu urustadbir.
- Menggunakan pendekatan Fiqh Awlawiyyat (Memahami Keutamaan) dalam menentukan keutamaan dalam pengurusan isu-isu yang berkaitan dengan masyarakat.

JANGKAMASA	SASARAN PESERTA	BAHASA
2 Hari (13 jam)	Bahagian I (ES1) Bahagian II (ES2)	Melayu

Governance

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

RUKUN AKHLAK DAN ETIKA KERJA PERKHIDMATAN AWAM (GM0202050)

PENGENALAN

Warga perkhidmatan awam memainkan peranan utama dalam merealisasikan aspirasi dan Wawasan Brunei 2035. Ke arah tujuan itu, sebagai warga perkhidmatan awam adalah penting bagi setiap individu mempunyai serta menerapkan nilai-nilai murni dan positif dalam melaksanakan tugas dan tanggungjawab seharian. Oleh yang demikian, mempunyai akhlak mulia dan etika kerja yang betul akan dapat mendokong ke arah pencapaian sebuah organisasi dan sumber tenaga manusia yang cemerlang dan terbilang.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Meningkatkan kesedaran akan kepentingan berakhlak mulia dan etika kerja positif dalam melaksanakan tugas dan tanggungjawab harian.
- Memahami hubungkait Rukun Akhlak dan Etika Kerja dalam pemberian perkhidmatan yang cemerlang.
- Mengetahui dan memahami ciri-ciri Rukun Akhlak dan Etika Kerja sebagai contoh nilai-nilai seorang pemimpin yang cemerlang, keutamaan ilmu dalam melaksanakan tugas dan sebagainya.
- Memberi kesan dan pengetahuan akan kepentingan bekerja secara berpasukan dalam meningkatkan produktiviti Perkhidmatan Awam.

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian II (ES2) Bahagian III (ES3) Bahagian IV Bahagian V	Melayu

Governance

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

PENERAPAN NEGARA ZIKIR DALAM PERKHIDMATAN AWAM (GM0202060)

PENGENALAN

Dalam usaha membentuk dan menjana warga perkhidmatan awam ke arah kecemerlangan diri dengan menjadikan Negara Brunei Darussalam sebagai sebuah "Negara Zikir" sebagaimana hasrat Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam, warga perkhidmatan awam adalah nadi jentera penggerak yang mendukung hasrat tersebut dengan mengamalkan dan menghayati ciri-ciri zikir sewaktu melaksanakan tugas dan kewajipan di dalam perkhidmatan awam.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Meningkatkan penghayatan Negara Zikir.
- Memupuk peningkatan pemahaman terhadap pengajaran Al-Quran dalam menguruskan pekerjaan.
- Menyerapkan pengajaran-pengajaran yang diperolehi daripada Al-Quran dan Sunnah ke dalam pekerjaan seharian.
- Meningkatkan penghayatan itqan dan pemantapan diri dengan aqidah Ahli Sunnah Wal Jama'ah.

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian II (ES2) Bahagian III (ES3) Bahagian IV Bahagian V	Melayu

Governance

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

POLICY MONITORING AND EVALUATION (GM0202070)

INTRODUCTION

Policy deployment is a process to capture and bolster strategic goals as well as assert the vision of future insights and to develop the means to bring these goals and vision into reality. Excellence in policy deployment can be achieved when it is properly planned and strategically executed. The best practice for the deployment is to model a proper mechanism to align a company's resources to vital tasks for quality policy deployment or strategy deployment. This workshop is implemented based on the approved resource plans of the Government of His Majesty Sultan of Brunei Darussalam where as a basis, the workshop will provide leaders with necessary knowledge on various frameworks, techniques especially in policy deployment and evaluation to achieve distinction aligned to His Majesty's Titah.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Discover, understand and utilise the various techniques and strategy in effective policy deployment and ensure the policies align with organisational goals and objectives.
- Review and amend existing policy to prepare for policy evaluation.
- Apply monitoring techniques as means of policy evaluation.
- Apply correct analysis techniques to identify and address new issues

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 Hours)	Division I (ES1) Division II (ES2)	English

Leadership

GOVERNANCE & LEADERSHIP CLUSTER (GLC)

MEMPERKASA KEPIMPINAN DIRI (GM0202080)

INTRODUCTION

Change management is the people side of business transformation. Change simply does not happen by itself. Change needs to be cohesively and proactively managed. Change management integrates the transition of people, processes and technology from the current "as-is" state to a continually unfolding future state.

Change management deeply engages staff, supervisors, managers and leadership across and at all levels of the organisation, resulting in achieving project objectives and the realisation of desired outcomes. Change management is indeed the X Factor in successful and sustainable transformation.

LEARNING OUTCOME

By the end of the course, participant will be able to:

- Investigate the need for change, and how people respond to it.
- Implement strategies to master strategic thinking.
- Establish a corresponding procedure that will help them to make informed decisions.
- Implement change.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division I (ES1) Division II (ES2)	English Malay

INSTITUT PERKHIDMATAN AWAM

INFO-COMMUNICATION TECHNOLOGY & INNOVATION

PROGRAM PEMBELAJARAN DAN PEMBANGUNAN TK 2025/26

Towards Public Service Transformation

FUNDAMENTAL KNOWLEDGE OF AI

INNOVATION & ICT CLUSTER (IICTC)

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING FUNDAMENTALS (IO0101010)

INTRODUCTION

This course is designed to introduce participants to the core principles and practices of Artificial Intelligence (AI) and Machine Learning (ML). AI and ML are technologies that enable machines to learn from data and experience and to make decisions and predictions. AI and ML are used in a variety of industries, from healthcare to finance, to improve efficiency and accuracy. This course guides learners through key concepts such as AI, machine learning algorithms, neural networks, and data pre- processing. Participants will be able to engage and explore real-world applications of these technologies across various scenarios. The course also delves into the ethical considerations of AI and ML, discussing biases, societal impacts, and the importance of responsible AI and ML deployment.

LEARNING OUTCOME

At the end of this program, participant will be able to:

- Have a strong grasp of the fundamental principles of AI and ML.
- Develop an awareness of the ethical implications and societal impacts of AI and ML.
- Acquire knowledge of the tools and libraries of AI and ML.
- Understand the structure and function of neural networks to construct learning models.
- Recognise the role of an organisation in building an AI-ready culture and mindset.
- Showcase their abilities in applying AI and ML concepts to solve real-world problems.

DURATION

2 Days (13 Hours)

TARGET PARTICIPANT

Division I (ES1)
Division II (ES2)
Division III (ES3)

LANGUAGE

English

PRE-REQUISITE

- Basic knowledge in programming.

DIGITALISATION

INNOVATION & ICT CLUSTER (IICTC)

PENGENALAN ASAS IT (IO0101020)

PENGENALAN

Dalam perkembangan dan revolusi IT yang semakin canggih, keupayaan untuk mengetahui dan memahami asas berhubung dengan IT adalah sangat penting. Perubahan teknologi akan memberikan cabaran besar terhadap semua pekerjaan di perkhidmatan awam. Penjawat awam perlu bersedia meningatkan pengetahuan dan kemahiran dalam bidang IT yang dapat membantu pekerjaan seharian. Untuk menerajui pekerjaan pada masa hadapan, peserta perlu memahirkan diri dengan IT, bermula dari peringkat asas.

LEARNING OUTCOME

Di akhir kursus ini, peserta akan dapat:

- Menggunakan teknologi asas komputer.
- Mengetahui alat komputer asas dan fungsinya.
- Menggunakan aplikasi asas bagi penyediaan bahan seperti Microsoft Word, Excel daN Powerpoint.
- Memahami konsep rangkaian komputer (computer networks).
- Menyelesaikan masalah teknikal asas berkaitan komputer hardware dan software.
- Mengembangkan kemahiran asas menggunakan komputer.

JANGKA MASA	SASARAN PESERTA	BAHASA
1 Hari (6.5 Jam)	Bahagian IV Bahagian V	Melayu / Inggeris

PROJECT MANAGEMENT

INNOVATION & ICT CLUSTER (IICTC)

PROJECT MANAGEMENT ESSENTIALS (IO0101030)

INTRODUCTION

Today's industries are increasingly becoming oriented around projects. As a result, more organisations need project management professionals to help plan, manage, and execute their projects. An effective Project Manager can manage basic interrelated elements of project successfully based on the five basic elements of a project: planning, resources, time, money, and most importantly, scope. By controlling various factors such as time and resources, project management enables organisations to increase the success rate of their projects, mitigate project risks, and reduce overall costs.

LEARNING OUTCOME

At the end of this program, participant will be able to:

- Apply project management practices and utilise project management tools.
- Prepare appropriate project documentation.
- Understand risk and quality management.
- Use appropriate change control procedures.
- Use key project management tools.
- Describe the importance of handover and closure.
- Understand the need for a post-project review.

DURATION

3 Days (19.5 Hours)

TARGET PARTICIPANT

Division II (ES2)
Division III – C3 (ES3)

LANGUAGE

English / Malay

PRE-REQUISITE

- Involved in a project.

FUNDAMENTAL KNOWLEDGE OF AI

INNOVATION & ICT CLUSTER (IICTC)

DATA ANALYTICS USING MACHINE LEARNING FOR PUBLIC SECTOR (IM0202040)

INTRODUCTION

This course covers an in-depth exploration of leveraging machine learning techniques to enhance decision-making and efficiency in public sector organisations. Participants will learn how to apply advanced data analytics to tackle real-world challenges such as resource allocation, and policy development amongst others. Topics such as key machine learning algorithms, data preprocessing and model evaluation are covered in this course which tailors specifically to the unique needs and constraints of public sector applications. By engaging in practical case studies, participants will gain the knowledge and exposure to transform raw data into actionable insights, ultimately driving better outcomes and promoting transparency in public services.

LEARNING OUTCOME

At the end of this program, participant will be able to:

- Understand Machine Learning Techniques i.e. machine learning algorithms, such as regression, classification, and clustering, to analyse public sector datasets and extract meaningful insights for improved decision-making.
- Understand the data pre-processing skills such as data cleaning, transformation, and normalisation techniques to prepare complex public sector data for effective analysis and modelling.
- Evaluate the performance of machine learning models using appropriate metrics and techniques, and apply strategies to optimise models for accuracy and efficiency in public sector applications.
- Utilise machine learning to address specific challenges in the public sector, such as resource allocation, fraud detection, service delivery improvement etc. through case studies.
- Analyse and apply ethical considerations and best practices related to data privacy, transparency, and fairness when deploying machine learning solutions in public sector contexts.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 Hours)	Division I (ES1) Division II (ES2) Division III (ES3)	English

FUNDAMENTAL KNOWLEDGE OF AI

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT POWER BI - DATA ANALYTICS AND VISUALISATIONS (IM0202050)

INTRODUCTION

Data analytics and visualisation through Microsoft Power BI can assist organisations in making informed decisions for complex problems (such as on products or services) through data insights produced by the tool. Data insights can be obtained from the data patterns generated through data analysis and visualisation processes. Participants will be able to extract, examine, experiment, and present data attractively with ease and speed.

LEARNING OUTCOME

At the end of this program, participant will be able to:

- Import data to Microsoft Power BI.
- Transform data using Query Editor.
- Manage Table Relationships.
- Utilise Data Analysis Expressions (DAX).
- Create Data Visualisations.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 hours)	Division II (ES2) Division III (ES3)	English

DIGITALISATION

INNOVATION & ICT CLUSTER (IICTC)

DIGITAL LITERACY (IO0101060)

INTRODUCTION

This program is to provide participants with basic computing skills to utilise various basic functions of digital literacy. It demonstrates the foundation use of computer hardware, software, and the Internet which are nowadays prerequisites for virtually every placement opportunity.

LEARNING OUTCOME

At the end of this program, participant will be able to:

- Understand the current landscape of digital technology.
- Use the computer to find, use, and communicate information.
- Use digital tools and information ethically and safely.
- Access information on the internet safely.
- Manage digital identity effectively.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division II (ES2) Division III (ES3) Division IV	English / Malay

DIGITALISATION

INNOVATION & ICT CLUSTER (IICTC)

INTRODUCTION TO MICROSOFT SHAREPOINT (IO0101070)

INTRODUCTION

Microsoft SharePoint is a network-based collaborative platform readily integrated with Microsoft Office that allows users or organisations to create a site as well as to store, share, access and even work together on files from any device. This program will introduce participants to SharePoint navigation and features such as file libraries, and team sites.

LEARNING OUTCOME

At the end of this program, participant will be able to:

- Know the basic fundamental features of Microsoft SharePoint.
- Learn how to utilise Microsoft SharePoint file storage, sharing and collaboration.
- Create team sites with various features.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 hours)	Division II (ES2) Division III (ES3)	English / Malay

CYBER SECURITY

INNOVATION & ICT CLUSTER (IICTC)

IT SECURITY AWARENESS FOR END USERS (IM0202180)

INTRODUCTION

This program enables an organisation to improve its security posture by giving employees the knowledge and understanding they need to better protect valuable information assets through proactive, security-conscious behaviour. Any supporting staff must be aware and literate in the core component of the Information Security Strategy.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Learn fundamentals of Information Security, ensure secure emails and safe Internet Surfing.
- Stay ahead of today's cyber threats.
- Learn how to protect your computer and your account by Password Construction and Management.
- Understand Digital Rights Management (DRM) including piracy.
- Differentiate what exactly computer viruses and worms are.
- Identify a phisher, hacker, shoulder surfer, and dumpster diver.
- Know what you should do when a security incident happens.

DURATION	TARGET PARTICIPANT	LANGUAGE
1 Day (6.5 hours)	Division II (ES2) Division III (ES3) Division IV Division V	English / Malay

CREATIVE MEDIA

INNOVATION & ICT CLUSTER (IICTC)

INFOGRAPHIC FOR BEGINNERS (IM0202090)

INTRODUCTION

The term "infographic" itself is shorthand for the phrase "information graphic". An Infographic aims to present and communicate information in a compact, attractive and impactful way that is easily digestible by the audience/viewer. People learn and remember more effectively through the use of text and visuals than through text alone. Infographics can dissect a complex subject and the ability to sustain the attention of the audience/viewer while doing so.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand the definition and concepts of infographics.
- Understand the purpose and use of infographics.
- Learn the concept of good and bad infographics design.
- Apply the techniques in creating basic infographics.

DURATION

2 Days (13 hours)

TARGET PARTICIPANT

Division II (ES2)
Division III (ES3)

LANGUAGE

English / Malay

CREATIVE MEDIA

INNOVATION & ICT CLUSTER (IICTC)

VIDEO CREATION (IO0101100)

INTRODUCTION

This course covers all the creative aspects of planning, shooting, and editing an incredible video. For beginners in video creation, tasked as a multimedia creator, YouTuber, or filmmaker looking to successfully create awesome videos, then this course is well suited.

For beginners, video making can quickly become overwhelming to learn considering the availability of various types of video-creating software and hundreds of video editing tools to use. With the latest video application tools, video making for those with no prior experience can finally be a thing that can be achieved and its friendly interface which uses easy drag and drops features can help aspiring video makers produce quality and useful videos whether to be used for work or inspiring others with meaningful messages through a well-made video.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Create and design video.
- Understand the designs for creating an engaging and impactful video.
- Create a storyboard for video production.
- Utilise the most important features/tools in the video editor application to produce an effective video.

DURATION

2 Days (13 hours)

TARGET PARTICIPANT

Division II (ES2)
Division III (ES3)

LANGUAGE

English / Malay

PRE-REQUISITE

- An aspiring creative wanting to create incredible videos
- Possess a beginning or moderate understanding of computer video tools
- Acquire literacy / skills in basic computer use

CREATIVE MEDIA

INNOVATION & ICT CLUSTER (IICTC)

MOBILE APPS DESIGN & DEVELOPMENT (IO0101110)

INTRODUCTION

Internet usage has increased tremendously and rapidly in the past decade and so has the usage of webpage and mobile apps. There are more designers required to design mobile apps to meet the current demand. Projects of mobile app design would be almost impossible without the right tools therefore, it is vital to select the right tool depending on the size of the project, team, and preference.

In this course, participants will dive into the world of app design and discover how to create a great user experience for the target audience. Understanding how to create a great user experience for the audience is crucial to creating customer satisfaction. This is why learning about User Experience (UX) is a key skill for designers and marketing professionals alike. Participants must understand what influences app design. Participants must first examine how a smartphone works and how its features contribute to a great user experience of an app. Participants will need to identify a problem that an app could solve and then go on to design.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand mobile design principles.
- Identify the types of Mobile App Development Technologies and the need and opportunities
- in the markets.
- Work effectively as part of a team to develop and deliver quality software artifacts.
- Evaluate and use appropriate methods and professional standards in computing practice.
- Analyse, design, implement and evaluate a computer-based system, process, component or program to meet desired needs.
- Able to produce basic mobile app.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 hours)	Division II (ES2) Division III (ES3)	English

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT ACCESS (INTERMEDIATE) (IO0101120)

INTRODUCTION

This course is designed for users who have a basic understanding of Microsoft Access and wish to deepen their knowledge and skills in database management. This course delves into more advanced features and functionalities, including complex query creation, advanced form design , and sophisticated report generation. Participants will learn how to efficiently manage and analyse large datasets, implement relational database principles, and automate tasks with macros. Through hands- on exercises and real-world scenarios, participants will gain the expertise needed to build robust databases, streamline data processes, and enhance data-driven decision-making capabilities in their professional environments.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Create and optimise complex queries using advanced techniques such as multiple criteria, joins, subqueries, and aggregate functions to extract and analyse data more effectively.
- Design and customise advanced forms and reports, incorporating features like subforms, conditional formatting, and calculated controls to enhance data entry and reporting capabilities.
- Implement and manage complex relational database structures, including defining and enforcing relationships between tables, and applying normalisation principles to ensure data integrity and reduce redundancy.
- Develop and utilise macros to automate repetitive tasks, streamline workflows, and create user-friendly interfaces that improve productivity and consistency in database operations.
- Employ advanced data management techniques, including importing and exporting data, managing database security settings, and performing backup and recovery operations to ensure data protection and reliability.

DURATION

3 Days (19.5 Hours)

TARGET PARTICIPANT

Division II (ES2)
Division III (ES3)

LANGUAGE

English / Malay

PRE-REQUISITE

- Basic knowledge of Microsoft Access.

INNOVATION

INNOVATION & ICT CLUSTER (IICTC)

PROBLEM SOLVING & DECISION MAKING (IO0101130)

INTRODUCTION

It is critical to have problem-solving and decision-making skills to work professionally, yet most people learn these skills through trial and error and receive minimal formal training in these disciplines. This course will explore a structured way to approach and dismantle problems with a view toward optimum outcomes. It aims for the participants to be inventive, logical decision-makers by understanding the principles behind critical thinking and the tools used to consistently identify and select the best decision among multiple alternatives.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Dismantle complex problems.
- Understand the inputs and implications of your thought processes.
- Apply the techniques of critical thinking in problem-solving and decision making.
- Develop positions and arrive at decisions that are logical and explicable to others.
- Approach a problem systematically.
- Identify alternate solutions to problems at work.
- Generate a wider variety of quality solutions.
- Recognise and avoid common pitfalls.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division I (ES1) Division II (ES2) Division III (ES3)	English

FUNDAMENTAL KNOWLEDGE OF AI

INNOVATION & ICT CLUSTER (IICTC)

DATA ANALYSIS AND DECISION MAKING USING SPSS (IM0202140)

INTRODUCTION

SPSS is a leading statistical software used to solve a variety of research problems. It provides a range of techniques including ad-hoc analysis, hypothesis testing, and reporting making it easier to manage data, select and perform analyses and share results. It is a fast, powerful statistical package designed for researchers of all disciplines. SPSS makes it easy to conduct data cleaning and management, distinctly styled graphs, and descriptive and advanced analysis.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Utilise raw data collected in the settings, clean, summarise and analyse data to take appropriate actions.
- Achieve an understanding of descriptive statistics and bi-variate inferential statistics.
- Critically review research reports and papers.
- Use SPSS in practical professional work to produce neat and reproducible analysis outputs.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 hours)	Division II (ES2) Division III (ES3)	English

FUNDAMENTAL KNOWLEDGE OF AI

INNOVATION & ICT CLUSTER (IICTC)

DATA ANALYSIS AND DECISION MAKING USING STATA (IM0202150)

INTRODUCTION

Stata isa statistical software that enables users to analyse, manage, and produce graphical visualisations of data. It is designed for participants without or with very limited experience using Stata, but it requires basic knowledge of descriptive statistics. Participants will learn to import data, construct workflow, and deal with missing data, and data manipulation.

Stata also allows participants to run basic statistical routines, combine datasets, and programming, create communicative graphics, run regression models, and present statistical results. Participants will also learn how to utilise loops and local or global variables, use advanced commands such as by, collapse, or reshape and create informative do-files.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Use the basic features in Stata.
- Understand basic data description.
- Analyse data using a series of commands.
- Import data from other applications and the internet.
- Independently create a working dataset from raw data, conduct statistical analyses, and create informative graphics.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 days (19.5 hours)	Division II (ES2) Division III (ES3)	English

DIGITALISATION

INNOVATION & ICT CLUSTER (IICTC)

INTRODUCTION TO BASIC PROGRAMMING (IO0101160)

INTRODUCTION

This course covers the basics of programming languages. The topics included here apply to today's most modern languages. Participants will learn what programming is, what programming languages are available out there, and what developer tools to use.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Explore the concept of programming.
- Understand what high-level and low-level programming languages are.
- Learn about the basic elements of programming.
- Learn about the software and tools used by professional developers.

DURATION

2 days (13 hours)

TARGET PARTICIPANT

Division II (ES2)
Division III (ES3)

LANGUAGE

English / Malay

PROJECT MANAGEMENT

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT PROJECT FOR PROJECT MANAGEMENT (IM0202170)

INTRODUCTION

This course covers Project Management Concepts and Applications using Microsoft Project. Microsoft Project helps users to manage projects more effectively. It enables users to plan, schedule, and allocate resources, collaborate on projects, analyse project information and manage project teams.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand the Project Management Fundamentals.
- Manage the Project Resources and the Schedule.
- Create Reports based on the project.
- Monitor the project.
- Customise the Project Environment.

DURATION	TARGET PARTICIPANT	LANGUAGE
5 Days (32.5 Hours)	Division II (ES2) Division III (ES3)	English

CYBER SECURITY

INNOVATION & ICT CLUSTER (IICTC)

IT SECURITY FOR EXECUTIVES (IM0202080)

INTRODUCTION

This course is designed to focus management's attention on security. They need to know the 'why security' to make a good management choice as they are ultimately responsible for the security of their ministry/department. They are also responsible for daily decision-making and the infusion of values and culture throughout the organisation through their actions.

In this environment, it's not surprising we frequently see breaches make headlines therefore, the executives need to recognise that compliance does not equal security and checking the box is no longer sufficient. The organisation must be able to quickly detect and respond to security incidents should they occur. It's not enough to just focus on prevention as a truly motivated, resourceful attacker will find a way in.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand Information Security, Security Policy, and ISO/IEC 27001 Controls in Brief.
- Mitigate and manage risk as a result of security threats.
- Understand the definition and activities of social engineering.
- Protect the Information Asset.
- Respond to Incidents.
- Tackle various legal issues related to IT Security.

DURATION	TARGET PARTICIPANT	LANGUAGE
1 Day (6.5 hours)	Division I (ES1) Division II (ES2)	English / Malay

CREATIVE MEDIA

INNOVATION & ICT CLUSTER (IICTC)

CREATING DIAGRAMS USING MICROSOFT VISIO (IO0101190)

INTRODUCTION

Microsoft Visio is a diagramming and vector graphics application that allows users to create a variety of diagrams, including flowcharts, organisational charts, network diagrams, and floor plans. It provides a range of templates and shapes for visualising processes, structures, and systems, making it useful for both business and technical documentation. This course will use Visio's tools to visualise complex processes to transform abstract concepts into actionable visuals, making work more impactful and easier to understand.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Demonstrate proficiency in using Microsoft Visio's tools, menus, and features to create, modify, and manage diagrams.
- Design and produce a variety of diagrams, including flowcharts, organisational charts, network diagrams, and floor plans, using appropriate templates and stencils.
- Apply advanced formatting techniques, themes, styles, and layers to enhance the visual appeal and clarity of diagrams.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 days (19.5 hours)	Division II (ES2) Division III (ES3)	English

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT WORD (BASIC) (IO0101200)

INTRODUCTION

Microsoft (MS) Word is the most common Word Processing software used in organisations to make professional-quality documents such as letters, memorandums, and reports. MS Word has features that allow users to format, and save it to view or edit later in the best possible way. In addition, MS Word also allows users to share documents among colleagues, and make changes and comments asynchronously. This course will provide participants with the knowledge to utilise functions in MS Word to make documents more organised and structured.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand the basic functions of Microsoft Word.
- Learn basic knowledge in applying and using functions in Microsoft Word.
- Structure documents using tables, lists, paragraphs, and columns.
- Insert graphics into a document.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 hours)	Division IV Division V	Malay

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MAIL MERGE MENGGUNAKAN MICROSOFT WORD (INTERMEDIATE) (IO0101210)

PENGENALAN

Kemudahan-kemudahan I.T. disediakan di pejabat-pejabat bagi memudahkan pegawai dan kakitangan dalam mengendalikan tugas-tugas seharian. Sebahagian besar tugas yang dilakukan menggunakan komputer ialah mengendali dan mengurus persuratan. Ramai yang menggunakan I.T. untuk tujuan tersebut, tetapi tidak ramai yang dapat menguasai pengendalian persuratan dengan cara yang lebih efisien dan efektif serta dapat meningkatkan produktiviti dan mutu kerja.

Melalui kursus ini, pegawai dan kakitangan yang bertanggungjawab dalam pengendalian persuratan akan diberi pendedahan tentang perbezaan di antara data dengan maklumat dan pengolahannya untuk digunakan secara jangka panjang. Selain dari itu, pengguna akan diketengahkan dengan satu kaedah praktikal yang dipanggil 'Mail Merge' yang terdapat dalam perisian Microsoft Word. Kaedah ini memberi kemudahan cara yang paling efisien untuk mengendalikan persuratan.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengetahui peranan dan perbezaan antara "Data" dan "Maklumat".
- Memahami ciri-ciri Pangkalan Data dalam Mail Merge.
- Menghasilkan pelbagai jenis maklumat melalui pangkalan data bagi tujuan perkongsian maklumat.
- Meningkatkan pengetahuan yang terbit dari data dan maklumat.
- Meningkatkan mutu kerja secara amnya.

JANGKA MASA	SASARAN PESERTA	BAHASA
2 Hari (13 Jam)	Bahagian III (ES 3) Bahagian IV Bahagian V	Melayu

Towards Public Service Transformation

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT EXCEL (BASIC) (IO0101220)

INTRODUCTION

Microsoft Excel is a spreadsheet program used to record and analyse numerical and statistical data. It is a powerful tool that can help organise, calculate, analyse, revise, update, and present data much easier. This course will provide participants with the knowledge to utilise various basic functions within Microsoft Excel such as creating charts, entering and deleting data, basic formulas and so on. This course is very suitable for participants who have zero knowledge on Microsoft Excel.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand the use of a spreadsheet and its benefits.
- Utilise spreadsheet software in a day-to-day business environment effectively.
- Indicate the names and functions of the Excel interface components.
- Enter, edit, and format data and cells.
- Construct formulas, including the use of built-in functions, and relative and absolute references.
- Create and modify charts.
- Preview and print worksheets.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 days (13 hours)	Division II (ES2) Division III (ES3) Division IV Division V	English / Malay

Towards Public Service Transformation

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT EXCEL (INTERMEDIATE) (IO0101230)

INTRODUCTION

This course is for those with basic Excel skills and looking to enhance their knowledge in composing formulas and applying them to manipulate data. Participants will learn how to audit and correct their formulas. They will also learn to work with Excel functions from the date and time, text, statistics, and lookup and work with many worksheets, large worksheets, and print worksheets. Additionally, it allows data to be imported from other software, analyse data tables and use pivot tables to make a summary of information. However, many do not know that MS Excel can be a powerful analytical tool in assisting decision-makers to come to an informed result.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Create formulas.
- Correct formula errors.
- Apply advanced Excel Functions such as Conditional Formatting.
- Create effective spreadsheets - Work with many worksheets- and large worksheets.
- Create more advanced charts and pivot table.
- Use an electronic spreadsheet to make useful alternatives to support in making decisions.
- Interpret raw data into useful data for decision-makers.

DURATION

2 Days (13 hours)

TARGET PARTICIPANT

Division II (ES2)
Division III (ES3)

LANGUAGE

English / Malay

PRE-REQUISITE

- Basic knowledge of Microsoft Excel.

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT POWERPOINT (BASIC) (IO0101240)

INTRODUCTION

Presentation quality or interesting method of communication via electronic media is indispensable for any organisation or individual who serves as an academic, presenter of information, communication or training operators or operation of the project.

Microsoft PowerPoint is a presentation graphics complete package. It provides all the necessities for producing professional performances. Through this foundation course, the show will be formed by producing the first slide to the last slide to reveal additional features performances such as background format, drawing, colour, transitions and animations, drawing tools and the characteristics of the control, which makes it easier to become a professional presentation operator.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand the role, features, and benefits of Microsoft PowerPoint.
- Create suitable and attractive presentations.
- Use Microsoft PowerPoint features to customise your slides.
- Manage and control the slides and presentations.
- Understand slide designs and format for an effective presentation.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division II (ES2) Division III (ES3) Division IV Division V	English / Malay

OFFICE APPLICATION

INNOVATION & ICT CLUSTER (IICTC)

MICROSOFT ACCESS (BASIC) (IO0101250)

INTRODUCTION

A database is a set of related data that are stored for easy and quick retrieval. Data stored in a database transforms into structured and meaningful information to fit users' needs. A database is also portable which means that the data can be easily transferred from one computer to another. Using a database makes it easier to share information and provide access to data according to specific requirements and needs at any time. Microsoft (MS) Access is a well-known database management system that enables users to manage data and analyse massive amounts of information efficiently. MS Access provides a combination of database functionality and programming capabilities for creating easy-to- navigate forms.

In addition, MS Access is simple to install and easy to understand with the help of its graphical user interface (GUI). It lets users create tables, forms, queries, and reports and connect with the aid of Macros.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Understand the concept of database.
- Apply basic knowledge of using functions in Microsoft Access.
- Structure data and information using tables.
- Make a simple query and create a form.
- Generate a simple report.

DURATION	TARGET PARTICIPANT	LANGUAGE
4 days (26 hours)	Division II (ES2) Division III (ES3)	English / Malay

INNOVATION

INNOVATION & ICT CLUSTER (IICTC)

ORGANISATIONAL PROCESS IMPROVEMENT (IM0202260)

INTRODUCTION

How many times do we hear complaints from the public concerning the government's slow processes? Bureaucracy everywhere? There are many factors contributing to the issues and one major contributor would be the complexities of the process itself. This course will enhance the knowledge and skills of the participant in identifying, analysing, and redesigning the business workflow and process to increase operational efficiency.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Improve the effectiveness of service delivery and challenge the status quo.
- Focus on the analysis and design of workflows and business processes within an organisation.
- Help to restructure the organisation by focusing on the ground-up design of their business processes.

DURATION	TARGET PARTICIPANT	LANGUAGE
3 Days (19.5 Hours)	Division I (ES1) Division II (ES2) Division III (ES3)	English

INNOVATION

INNOVATION & ICT CLUSTER (IICTC)

KUMPULAN INOVASI DAN KREATIF PERKHIDMATAN AWAM (IM0303270)

PENGENALAN

Kursus ini akan mengetengahkan beberapa kaedah inovasi dan kreatif yang boleh digunakan untuk membantu apa jua bentuk pembaharuan dan penambahbaikan di tempat kerja.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Kemahiran dalam melaksanakan tugas-tugas di dalam membentuk, melatih, membimbing ahli-ahli kumpulan inovasi dan kreatif melalui pendedahan kepada teknik metodologi latihan.
- Mengetahui konsep, struktur, prinsip-prinsip dan amalan yang terdapat di dalam Kumpulan Kerja Cemerlang (KKC) atau penggunaan kaedah inovasi dan kreatif yang lain.
- Memupuk sikap bekerja secara kumpulan dan juga memahami serta mempelajari alat-alat dan

JANGKA MASA

4 Hari (26 Jam)

SASARAN PESERTA

Bahagian I (ES1)
Bahagian II (ES2)
Bahagian III (ES3)
Bahagian IV
Bahagian V

BAHASA

Melayu

PRA-SYARAT

- Penyertaan terdiri daripada satu kumpulan yang merancang untuk melaksanakan projek inovasi & kreatif.

INNOVATION

INNOVATION & ICT CLUSTER (IICTC)

DESIGN THINKING (IM0303280)

INTRODUCTION

Focused on listening, empathy, whole-brain thinking, collaboration, and experimentation, design thinking can be applied in any field - from architecture and design to healthcare and product development to urban planning and beyond. As participants put knowledge to work in several design challenges, participants will learn how to harness the power of design thinking to create a path to innovation, unveil new possibilities and make a greater contribution to organisation's future success.

LEARNING OUTCOME

At the end of the program, participant will be able to:

- Learn the fundamentals of design thinking to improve organisational performance.
- Solve complex challenges through the process of structured design thinking.
- Drive better results by combining design thinking with analytical decision making.
- Establish a framework for building an environment that fosters creativity.
- Develop new ways to collaborate across all functions of the organisation.

DURATION

3 Days (19.5 hours)

TARGET PARTICIPANT

Division I (ES1)
Division II (ES2)
Division III (ES3)

LANGUAGE

English / Malay

INSTITUT PERKHIDMATAN AWAM

MANAGEMENT HUMAN RESOURCE COMMUNICATION CUSTOMER SERVICE

PROGRAM PEMBELAJARAN DAN PEMBANGUNAN TK 2025/26

Business Management

MANAGEMENT CLUSTER (MC)

RESEARCH METHODS (MO0101010)

INTRODUCTION

This course is designed to equip participants with essential skills and knowledge for conducting effective research across various fields. By exploring both qualitative and quantitative research methodologies, participants will gain a comprehensive understanding of how to gather, analyse, and interpret data to inform decision-making processes.

LEARNING OUTCOME

At the end of this course, participant will be able to:

- Explain the importance of statistics in research.
- Differentiate different type of data sources.
- Distinguish between quantitative and qualitative research methods.
- Identify categories of statistics.
- Design effective sampling strategies for research.
- Utilise data for informed decision-making processes

DURATION	TARGET PARTICIPANT	LANGUAGE
4 Days (26 Hours)	Division II (ES2) Division III – C3 (ES3)	English / Malay

Effective Human Resource

MANAGEMENT CLUSTER (MC)

DETOX MINDA (MM0303020)

PENGENALAN

Setiap tekanan atau stres yang berlaku merupakan rahmat dari Allah SWT dan boleh membawa kesan positif atau negatif. Jika stres tidak dapat ditangani dengan baik, ianya akan menjatuhkan semangat, prestasi dan produktiviti seseorang individu dan memberi impak negatif kepada organisasi. Kursus ini boleh membantu melengkapkan individu dengan kemahiran menangani stres dengan berkesan. Kursus juga akan membantu menangani konflik dan memperkenalkan kemahiran untuk mengurangkan dan mengurus konflik dengan kemahiran interpersonal yang baik semasa berkomunikasi dengan pelbagai lapisan perkhidmatan awam.

HASIL PEMBELAJARAN

Di akhir kursus, peserta akan dapat:

- Mengenal pasti punca-punca yang menyebabkan stres.
- Menangani stres di tempat kerja dengan baik.
- Mempraktikkan kemahiran mengawal stres.
- Menjelaskan kepentingan kemahiran interpersonal.
- Mengetahui cara-cara bekerja dengan orang yang sukar dalam situasi yang sukar.
- Mengenal pasti faktor-faktor yang mewujudkan konflik di tempat kerja.
- Membezakan tingkah laku seseorang dan bagaimana ia boleh mempengaruhi orang lain.
- Menggunakan kemahiran interpersonal yang akan membantu mengendalikan situasi yang sukar.

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian II (ES2) Bahagian III (ES3) Bahagian IV Bahagian V	Melayu

Business Management

MANAGEMENT CLUSTER (MC)

PERFORMANCE MANAGEMENT USING KPI (MM0303030)

INTRODUCTION

"If you can't measure it, you can't manage it" is a famous quote by Peter Drucker which still holds true today. Many struggle to develop and manage measures such as Key Performance Indicators (KPIs) to make better decisions. This program will help participants to identify meaningful KPIs, align measures to strategy, and use measures to drive improvement towards fulfilling objectives.

LEARNING OUTCOME

At the end of this course, participant will be able to:

- Define measures, metrics and KPIs and the role they play in measuring organisational and individual performance.
- Differentiate between objectives and KPIs.
- Identify KPI selection in different contexts.
- Apply best practice techniques to KPI selection.
- Document KPIs in a standardised template.
- Align KPIs to organisational strategy and cascading objectives.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division II (ES2) Division III – C3 (ES3)	English / Malay

Business Management

MANAGEMENT CLUSTER (MC)

KEMAHIRAN KESETIAUSAHAAN (MM0202040)

PENGENALAN

Kursus ini direka untuk membekalkan pelajar dengan pengetahuan dan kemahiran yang diperlukan dalam bidang kesetiausahaan moden. Dalam era digital yang semakin berkembang, kemahiran seperti pengurusan dokumen, komunikasi berkesan, dan penggunaan teknologi maklumat menjadi semakin penting bagi seorang setiausaha. Melalui kursus ini, pelajar akan mempelajari teknik-teknik praktikal dan teori yang akan membantu mereka menjadi profesional yang kompeten dan berdaya saing dalam dunia pekerjaan.

HASIL PEMBELAJARAN

Pada akhir kursus ini, peserta akan dapat meningkatkan kemahiran mereka ke arah peranan yang berubah dan mencabar dengan melaksanakan, membantu dan meningkatkan produktiviti dan penyampaian perkhidmatan mereka dengan:

- Mengenali peranan setiausaha dan apa yang diharapkan.
- Meningkatkan kerja berpasukan dalam persekitaran kerja yang mencabar.
- Mengendalikan situasi sukar dengan belajar menyediakan pelan tindakan.
- Mempraktikkan 'tips' pekerjaan untuk meningkatkan produktiviti dan keberkesanan.
- Mengetahui perkara yang tidak boleh dilakukan dan yang perlu dielakkan dalam menjalankan tugas dan tanggungjawab.
- Menyelesaikan situasi sukar yang berkaitan komunikasi.
- Menggunakan kemahiran komunikasi.
- Mempraktikkan tatacara penggunaan terasul dalam catatan atau persuratan.
- Menampilkan imej profesional.

JANGKAMASA	SASARAN PESERTA	BAHASA
4 hari (26 Jam)	Bahagian II - B2 (ES2) Bahagian III (ES3) Bahagian IV	Melayu / Inggeris

Business Management

MANAGEMENT CLUSTER (MC)

PEMBANTU PEJABAT CEMERLANG (MM0202050)

PENGENALAN

Setiap warga perkhidmatan awam atau pun pekerja swasta mempunyai tanggungjawab dan peranan masing-masing mengikut peringkat jawatan. Tugas sebagai pembantu pejabat adalah nadi bagi sesebuah organisasi atau jabatan. Dengan adanya kursus ini dapat mendedahkan serta memberi kefahaman yang luas tentang peranan penting seorang pembantu pejabat.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengenali peranan dan tanggungjawab pembantu pejabat.
- Meningkatkan etika dan integriti dalam menjalankan tugas.
- Mengaplikasikan cara-cara memotivasikan diri dalam bekerja.
- Menggunakan komunikasi yang tepat.
- Menggunakan sistem despatch dengan lebih teratur.
- Mempraktikkan asas pengurusan sistem fail dan rekod

JANGKAMASA	SASARAN PESERTA	BAHASA
2 Hari (13 jam)	Bahagian V dan sebanding dengannya	Melayu

PRA - SYARAT

Memegang jawatan sebagai Pembantu Pejabat dan sebanding dengannya

Effective Communication

MANAGEMENT CLUSTER (MC)

PEMANTAPAN KOMUNIKASI EFEKTIF (MM0202060)

PENGENALAN

Komunikasi merupakan asas kepada perhubungan interpersonal iaitu perhubungan antara seseorang dengan seseorang yang lain. Apabila komunikasi berlaku, ia boleh memberi impak yang besar terhadap perhubungan interpersonal dan begitu juga sebaliknya. Maka untuk mempunyai kemahiran interpersonal yang berkesan memerlukan pengetahuan dan pemahaman beberapa elemen-elemen yang boleh mempengaruhi proses komunikasi.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengenal pasti tentang kepentingan kemahiran berkomunikasi dan interpersonal yang baik untuk kemajuan organisasi.
- Mengenali proses komunikasi dan implikasi terhadap keberkesanan pengurusan.
- Mempraktikkan teknik berkomunikasi di peringkat individu dan kumpulan.
- Mempraktikkan kemahiran berkomunikasi dengan yakin.
- Menangani kesukaran dalam berkomunikasi.
- Menyesuaikan komunikasi yang sesuai untuk meningkatkan hubungan kerja.

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian III (ES3) Bahagian IV Bahagian V	Melayu

Effective Communication

MANAGEMENT CLUSTER (MC)

MENGUASAI PENYAMPAIAN (MM0202070)

PENGENALAN

Ramai yang merasakan kemahiran berucap adalah semulajadi dan tidak boleh dipelajari. Namun, hakikatnya, kemahiran berucap boleh dipupuk dan diasah melalui proses pembelajaran, pendedahan dan amalan, dengan panduan dan bimbingan dari penyampai-penyampai yang terlatih dalam bidang ini. Setiap individu boleh menjadi seorang penyampai yang berkesan sekiranya diberi peluang mengendalikan kemahiran-kemahiran yang disampaikan secara lebih terperinci dan sistematik.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengenali teori dan teknik penyampaian berkesan.
- Meningkatkan kemahiran dan keyakinan diri semasa memberi penyampaian.
- Mengukuhkan kemahiran penyampaian dengan menggunakan media

JANGKAMASA	SASARAN PESERTA	BAHASA
4 Hari (26 Jam)	Bahagian I (ES1) Bahagian II (ES2) Bahagian III – C3 (ES3)	Melayu

Effective Communication

MANAGEMENT CLUSTER (MC)

PENYEDIAAN LAPORAN DAN KERTAS KERJA (MM0202080)

PENGENALAN

Penyampaian laporan secara lisan dan bertulis sering berlaku di dalam bidang pengurusan dan adalah salah satu cara utama bagi pihak pengurusan atasan untuk mencapai keputusan. Selain itu, kertas kerja cadangan dan dasar yang terperinci boleh mempengaruhi penubuhan dasar dan perancangan yang tepat dalam menyampaikan urus tadbir baik (good governance). Kursus ini boleh membantu peserta meningkatkan kemahiran dalam menyediakan berbagai jenis laporan dan kertas kerja dengan berkesan dan mencapai matlamat yang dihasratkan.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengenali format dan struktur laporan yang betul.
- Menyediakan berbagai jenis laporan dan kertas kerja

JANGKAMASA	SASARAN PESERTA	BAHASA
4 Hari (26 Jam)	Bahagian I (ES1) Bahagian II (ES2) Bahagian III C3 (ES3)	Melayu

Effective Human Resource

MANAGEMENT CLUSTER (MC)

KERJA BERPASUKAN (MM0202090)

PENGENALAN

Organisasi di tempat kerja terus berkembang. Justeru para pemimpin organisasi sedar bahawa peranan pasukan dalam organisasi masing-masing menjadi begitu penting. Penggabungan tenaga, idea, kemahiran dan pengetahuan secara kolektif diperlukan untuk menangani sebarang masalah organisasi oleh pemimpin. Pasukan memainkan peranan penting di dalam setiap organisasi. Ini adalah kerana pasukan mempunyai banyak kelebihan daripada individu secara perseorangan. Kelebihan begitu ketara dari segi pengalaman, kemahiran, perolehan maklumat, pembahagian kerja dan pengembelengan tenaga.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Membangunkan Pelan Tindakan Diri untuk memastikan Satu Pasukan Kerja yang berkesan dapat diwujudkan.
- Mengenal pasti dan mengaplikasi kerja berpasukan yang bersesuaian.
- Mengenal pasti kebolehan setiap individu di dalam kerja berpasukan bagi meningkatkan keberkesanan dalam pelaksanaan kerja.
- Mempengaruhi kelakuan/sikap individu dalam pasukan dan mengatasi konflik di dalam kerja berpasukan.
- Berkomunikasi dengan berkesan untuk mendapat kesepakatan dalam mencapai objektif kumpulan.
- Menghasilkan pelan tindakan bagi meningkatkan prestasi kerja berkumpulan.

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian I (ES1) Bahagian II (ES2) Bahagian III (ES3) Bahagian IV Bahagian V	Melayu

Customer Service

MANAGEMENT CLUSTER (MC)

PENGURUSAN PERKHIDMATAN BERKESAN (MM0303100)

PENGENALAN

Memahami dan memenuhi keperluan pelanggan adalah kemahiran yang penting untuk semua pegawai dan kakitangan di dalam organisasi. Anda dan kakitangan anda perlu berfikir seperti pelanggan, bertindak balas terhadap keperluan mereka dan menepati janji. Kursus ini akan membantu mengembangkan kemahiran komunikasi antara orang yang menjadi teras dalam penjagaan pelanggan yang berkualiti. Anda juga akan dapat mewujudkan pertemuan perkhidmatan yang mempesonakan dan menunjukkan tingkah laku perkhidmatan yang memuaskan pelanggan. Ia juga akan membantu anda untuk mengembangkan minda dan sifat perkhidmatan yang memberi impak kepuasan pelanggan yang lebih baik.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengetahui kepentingan perkhidmatan pelanggan.
- Mempraktikkan kaedah untuk menggembirakan pelanggan dan berkomunikasi dengan pelanggan dengan berkesan.
- Mengenal pasti masalah yang timbul dalam rangkaian pelanggan dalaman organisasi.
- Mengenal pasti cara-cara bekerjasama lebih baik dengan rakan sekerja.
- Membudayakan khidmat pelanggan dalam organisasi.
- Membangunkan perkhidmatan pelanggan yang berfokuskan pelanggan.
- Mengukur dan memberi ganjaran kepada perkhidmatan pelanggan yang hebat

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian II (ES2) Bahagian III (ES3)	Melayu Inggeris

Customer Service

MANAGEMENT CLUSTER (MC)

PERKHIDMATAN PELANGGAN PROFESIONAL (MM0303110)

PENGENALAN

Setiap organisasi perlu berpegang teguh kepada prinsip mengutamakan pelanggan dalam semua aspek pengurusannya. Adalah menjadi tanggungjawab kita semua dalam sama-sama meningkatkan imej organisasi dan keterampilan diri masing-masing. Setiap pekerja mestilah sentiasa sensitif kepada kehendak pelanggan dengan membuat perubahan kepada proses, kerja, peraturan, sistem dan prosedur di dalam memberi perkhidmatan

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengenali konsep dan kepentingan perkhidmatan pelanggan.
- Mengenal pasti ciri perkhidmatan pelanggan berkualiti dan kehendak serta ekspektasi pelanggan.
- Mengenali prinsip-prinsip dan kepentingan perkhidmatan kaunter.
- Meningkatkan pengetahuan, kemahiran dan membentuk budaya serta sikap yang betul di dalam memberikan perkhidmatan kaunter yang berkualiti.
- Mengamalkan kaedah-kaedah dan cara-cara perkhidmatan kaunter mengikut piawaian minima perkhidmatan awam di samping mengekalkan imej yang profesional.
- Meningkatkan pengetahuan mengenai prinsip-prinsip penggunaan dan pengendalian telefon yang berkualiti.
- Meningkatkan kemahiran komunikasi di samping mengamalkan etika penggunaan telefon yang berkualiti semasa menjalankan tugas.
- Memahami tentang kepentingan pengendalian telefon sebagai pintu masuk maklumat jabatan.
- Membentuk budaya perhubungan pelanggan yang berkualiti dengan menangani setiap aduan pelanggan secara profesional.
- Mengamalkan beberapa teknik mengendalikan aduan dan pelanggan bermasalah.

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian IV dan V khususnya yang bertugas di Bahagian Perkhidmatan Pelanggan (Kaunter atau Operator) dan mana-mana kakitangan yang selalu berhadapan dan berurusan dengan orang awam / pelanggan	Melayu

Business Management

MANAGEMENT CLUSTER (MC)

MENANGANI PERUBAHAN (MO0101120)

PENGENALAN

Kursus ini akan menyiapkan peserta agar dapat menangani perubahan disebabkan oleh era globalisasi yang sering berkembang mengikut peredaran masa. Dengan mengetahui cara untuk menangani perubahan-perubahan ini, peserta akan lebih bersedia dari segi emosi, fizikal dan ketahanan diri.

HASIL PEMBELAJARAN

Di akhir kursus ini, peserta akan dapat:

- Mengenali perubahan.
- Mengetahui aspek-aspek menangani perubahan dengan baik.
- Mengenal pasti jenis-jenis perubahan yang terancang dan tidak terancang.
- Mengesan faktor-faktor yang mengakibatkan perubahan

JANGKAMASA	SASARAN PESERTA	BAHASA
3 Hari (19.5 Jam)	Bahagian III (ES3) Bahagian IV Bahagian V	Melayu

Business Management

MANAGEMENT CLUSTER (MC)

CHANGE MANAGEMENT (MO0101130)

INTRODUCTION

Change management is the people side of business transformation. Change simply does not happen by itself. Change needs to be cohesively and proactively managed. Change management integrates the transition of people, processes and technology from the current "as-is" state to a continually unfolding future state.

Change management deeply engages staff, supervisors, managers and leadership across and at all levels of the organisation, resulting in achieving project objectives and the realisation of desired outcomes. Change management is indeed the X Factor in successful and sustainable transformation.

LEARNING OUTCOME

By the end of the course, participant will be able to:

- Investigate the need for change, and how people respond to it.
- Implement strategies to master strategic thinking.
- Establish a corresponding procedure that will help them to make informed decisions.
- Implement change.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 Days (13 Hours)	Division I (ES1) Division II (ES2)	English Malay

Effective Human Resource

MANAGEMENT CLUSTER (MC)

ASAS KEMAHIRAN KAUNSELING (MM0303140)

PENGENALAN

Kaunseling di tempat kerja memainkan peranan penting di dalam meningkatkan kualiti pekerja. Warga perkhidmatan awam yang berkemahiran akan dapat menggunakan pendekatan kaunseling di dalam menangani permasalahan atau cabaran pekerja. Ini akan membantu meningkatkan produktiviti sumber manusia di dalam organisasi dan kehidupan.

HASIL PEMBELAJARAN

Di akhir kursus, peserta akan dapat:

- Mengenal pasti isu dan permasalahan pekerja yang memberi kesan kepada prestasi kerja serta pencapaian organisasi.
- Mengaplikasikan teknik asas kaunseling untuk membantu individu bagi meningkatkan kualiti dan produktiviti kerja serta kehidupan

JANGKAMASA	SASARAN PESERTA	BAHASA
2 hari (13 jam)	Bahagian I (ES1) Bahagian II (ES2) Bahagian III (ES3) Bahagian IV Bahagian V	Melayu / Inggeris

Effective Human Resource

MANAGEMENT CLUSTER (MC)

INDUKSI PERKHIDMATAN AWAM (MM0202150)

PENGENALAN

Program ini akan mengenalkan pegawai dan kakitangan yang baru berkhidmat dengan Kerajaan kepada keperluan jawatan serta standard prestasi dan tingkah laku yang diharapkan selaku penjawat awam. Kursus akan membiasakan (familiarise) serta membantu penjawat awam baharu mengenali Kerajaan di dalam pelbagai aspek.

HASIL PEMBELAJARAN

Di akhir kursus, peserta akan dilengkapkan dengan pengetahuan, kefahaman serta kesedaran mengenai:

- Struktur dan hal ehwal pentadbiran, dasar-dasar, peraturan-peraturan dan undang-undang Kerajaan.
- Peranan selaku warga perkhidmatan awam yang berintegriti dan beretika.
- Tanggungjawab warga perkhidmatan awam selaku ejen reformasi.

JANGKAMASA

5 Hari (32.5 Jam)

SASARAN PESERTA

Bahagian II B2 (ES2)
Bahagian III (ES3)
Bahagian IV
Bahagian V

BAHASA

Melayu

PRA - SYARAT

Baru berkhidmat dengan Kerajaan KDYMM kurang dari satu tahun
Peserta yang belum pernah mengikuti program Induksi Perkhidmatan Awam anjuran Institut Perkhidmatan Awam (IPA)

Effective Human Resource

MANAGEMENT CLUSTER (MC)

PERSEDIAAN PERSARAAN (MO0101160)

PENGENALAN

Bersara tidak bermakna berakhirnya sumbangan rakyat kepada negara. Kursus ini akan memberi pendedahan dan persiapan mental, kerohanian, kemasyarakatan serta peluang-peluang dan bidang-bidang perniagaan yang boleh diceburi oleh pegawai-pegawai dan kakitangan-kakitangan kerajaan yang bakal bersara.

HASIL PEMBELAJARAN

Di akhir kursus, peserta akan memperolehi pengetahuan dan kemahiran mengenai:

- Persediaan diri dari segi mental, fizikal dan rohani.
- Perancangan persaraan.
- Peluang-peluang penyertaan dalam bidang perniagaan / keusahawanan, kemasyarakatan, keagamaan dan sosial.
- Pengurusan perniagaan dan keusahawanan.

JANGKAMASA	SASARAN PESERTA	BAHASA
6 Hari (39 Jam)	Pegawai dan kakitangan dari semua bahagian (I – V) yang bakal bersara sebelum 10 - 15 tahun persaraan perkhidmatan 50/55 atau 60 tahun	Melayu

Effective Communication

MANAGEMENT CLUSTER (MC)

TATACARA PERSURATAN RASMI (MO0101170)

PENGENALAN

Surat-menyurat merupakan proses yang lumrah dalam pengurusan dan pentadbiran sehari-an perkhidmatan awam kerana persuratan adalah salah satu alat perhubungan utama di antara sebuah Jabatan / Kementerian dengan Jabatan / Kementerian lain; Jabatan / Ke-menterian dengan orang ramai (awam) dan orang ramai dengan Jabatan / Kementerian. Penggunaan jenis-jenis persuratan yang betul perlu diselaraskan dan sentiasa diikuti mengi-kut panduan Tatacara Perhubungan Persuratan Dalam Sistem Berkementerian yang telah ditetapkan melalui Surat-Surat Keliling Jabatan Perdana Menteri Bil. 4/1985 dan Bil. 15/1987. Demikian juga kekeliruan dalam penyediaan beberapa bentuk borang surat rasmi dan kesalahan-kesalahan umum dalam format penulisan termasuk dari segi penggu-naan kata-kata dan ungkapan-ungkapan bahasa yang sesuai perlu diatasi. Kesilapan dan kesalahan yang sering dilakukan dalam penulisan surat rasmi boleh menjejaskan imej sese-buah Kementerian atau Jabatan.

HASIL PEMBELAJARAN

Di akhir kursus, peserta akan dapat:

- Mengaplikasikan format surat rasmi yang digunakan di dalam perkhidmatan awam.
- Menggunakan jenis-jenis surat rasmi yang betul.
- Memperbaiki beberapa kesilapan umum yang sering dilakukan semasa menulis surat rasmi.

JANGKAMASA	SASARAN PESERTA	BAHASA
Setengah Hari (4 Jam)	Bahagian II (ES2) Bahagian III (ES3) Bahagian IV	Melayu

Business Management

MANAGEMENT CLUSTER (MC)

KEMAHIRAN PENYELIAAN (MM0303180)

PENGENALAN

Penyelia merupakan golongan yang amat penting dalam sesebuah organisasi. Mereka adalah penggerak utama perancangan dan jentera operasi organisasi dan mereka juga adalah penghubung di antara pekerja dengan pengurusan. Kegagalan para penyelia dalam memainkan peranan dan fungsi mereka yang sebenar boleh mengakibatkan kegagalan kepada organisasi secara keseluruhan.

HASIL PEMBELAJARAN

Di akhir kursus, peserta akan memperolehi pengetahuan dan kemahiran mengenai:

- Mengenal pasti dan menjelaskan tugas, peranan, tanggungjawab dan sifat-sifat penyelia yang berkesan.
- Menghubungkan tugas dan tanggungjawab kerja dengan matlamat organisasi.
- Mengurus proses-proses dan sumber-sumber lain di bawah tanggungjawab mereka.
- Menyusun dan membahagikan kerja-kerja operasi secara lebih efektif dan produktif.
- Mengenal pasti cabaran-cabaran penyelia masa kini dan strategi menangani cabaran perubahan.

JANGKAMASA	SASARAN PESERTA	BAHASA
2 Hari (13 jam)	Bahagian III (ES3)	Melayu

Business Management

MANAGEMENT CLUSTER (MC)

STRATEGIC MANAGEMENT & STRATEGIC PLANNING (MM0202190)

INTRODUCTION

Strategic Management starts with methods such as planning and budgeting before transitioning into the more advanced management disciplines and approaches to performance measurement in use today such as score carding and dashboards. It includes practical exercises that can be used as a performance improvement template in your organisation.

LEARNING OUTCOME

By the end of the program, participant will be able to:

- Gain key insights to strategic performance management.
- Identify measures of importance to the department.
- Evaluate overall performance of the department.
- Integrate measures across departments.
- Highlight measures that are truly important which contribute to overall strategic performance.

DURATION	TARGET PARTICIPANT	LANGUAGE
2 days (13 hours)	Division I (ES1) Division II – B3 (ES2)	English

Effective Human Resource

MANAGEMENT CLUSTER (MC)

INDUKSI PERKHIDMATAN AWAM (REFRESHER) (MM0202200)

PENGENALAN

Pengetahuan dan kemahiran yang sedia ada perlu diberi penyegaran dan program ini bakal membawa peserta kembali kepada asas agar dapat menyemak semula konsep pentadbiran, pengurusan, dasar, peraturan dan undang-undang yang relevan. Kursus juga akan meningkatkan kemahiran dan maklumat baharu yang mungkin belum diketahui.

HASIL PEMBELAJARAN

Di akhir program, peserta akan dapat mengukuhkan / mengimbas semula pengetahuan penting dan kemahiran serta mempelajari tentang perkembangan baharu yang berkaitan dengan:

- Struktur dan hal ehwal pentadbiran, dasar-dasar, peraturan-peraturan dan undang-undang Kerajaan
- Peranan selaku warga Perkhidmatan Awam yang berintegriti dan beretika
- Tanggungjawab warga Perkhidmatan Awam selaku ejen reformasi.

JANGKAMASA	SASARAN PESERTA	BAHASA
2 Hari (13 Jam)	Bahagian II – B2 (ES2) Bahagian III Bahagian IV Bahagian V	Melayu

PRA - SYARAT

Telah berkhidmat dengan Kerajaan KDYMM lebih dari 10 tahun
Belum pernah mengikuti program Induksi Perkhidmatan Awam anjuran Institut Perkhidmatan Awam (IPA) dan telah berkhidmat dengan Kerajaan melebihi 10 tahun

Effective Human Resource

MANAGEMENT CLUSTER (MC)

TRAIN THE TRAINER (MO0101210)

INTRODUCTION

Training people is not as easy as it seems and a trainer really needs to be absolutely prepared to handle even the minutest queries and provide relevant solutions to their problems. It is necessary for the trainers to keep themselves abreast with the changes or latest developments in their respective subject matters. With this course, participants will have the chance to further develop their competences as a trainer. It will also provide the new trainers with the background knowledge, skills and practical experience to provide training in their organisation.

LEARNING OUTCOME

By the end of the course, participant will be able to:

- Impart the knowledge, skills and behaviour transmitting knowledge by training.
- Facilitate individual and group learning processes.
- Design educational programmes.
- Use effective instructional methods to train people.

DURATION

5 Days (32.5 Hours)

TARGET PARTICIPANT

Division I (ES1)
Division II (ES2)
Division III – C3 (ES3)

LANGUAGE

English