

Quality Procedure

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Purpose

This procedure is to ensure training needs are identified for employee of Pustaka Negeri Sarawak, subsequently appropriate trainings are planned, conducted and proper evaluation of training effectiveness is carried out to assess increased competency on the employee post-training.

Scope

The procedure is applicable to all new and existing employees at relevant divisions/sectors in Pustaka that covers internal and external training:

- a) Orientation/induction training;
- b) On the job training;
- c) Technical training;
- d) Procedures/other documents of management system training.

Process

1.0 Identify Training Needs

- 1.1 Based on meeting the need of the organization to have competent employees, the Training Manager (TM) shall identify training needs in Pustaka by way of document review, or in consultation with the relevant Head of Sectors (HOS)/ Head of Divisions (HOD)/Deputy CEOs (DECO)/CEO for the new year from the month of September in that year by filling in the Training Need Identification Form.

1.1.1 Document review shall involve the following:

- a. Training report/data analysis on training;
- b. Performance appraisal forms (previous years);
- c. KPI records (Balanced Scorecard);
- d. Strategic Plans; and
- e. Other relevant documents.

1.1.2 Consultation shall be done with all relevant HOS/ HOD/ DCEOs/ CEO where relevant at least by September of that same year;

- 1.2 Once the training needs have been determined, the HOS/HOD shall submit the training needs of their sector/division via email by using **Training Need Identification Form** to HR Manager/TM not later than the 15th day of October of that same year.

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- 1.3 Once receiving the training needs information, training subjects/ titles/ scopes will be listed and a draft annual training plan will be produced latest by November of the same year.

2.0 Prepare Training Plan (TP)

- 2.1 Upon receiving the written/email notification from the respective HOD/ HOS, the TM shall summarise training needs into a draft **TP** latest by November of the same year.

The draft (TP) shall consist of the following particulars:

- a) Training subject/title
 - b) Training month
 - c) Estimate costing
- 2.2 Upon completion of the TP, the TM shall immediately submit the hard copy to the Chief Executive Officer (CEO) for review and to present the TP in the fourth quarter of Board Meeting for approval.
- 2.3 Once the approved TP is received, the TM shall distribute copies of the approved TP to all HOS/HOD within one month after approval is given by the management.

3.0 Monitor Training Execution

- 3.1 Based on the approved TP, the TM, shall monitor the training due to be conducted.
- 3.1.1 External training - the TM shall source for the quotations and course content and submit to the HOD/HOS for review and obtain approval from the CEO.
 - 3.1.2 Internal training - the TM shall send email to the respective division/ sector to notify them immediately and arrange for the training accordingly.
- 3.2 Management meeting will be used as an approval platform for any lastminute training arrangement which are not in the Planned Training Calendar.

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4.0 Conduct of Training

4.1 Once the training date has been confirmed, the TM shall arrange the training to be conducted as per **Training Arrangement Guideline**.

4.1.1 The training hours shall follow '*Surat Pekeliling Perjawatan Negeri Sarawak Bil 5 Tahun 2016*'.

- I. Kumpulan Pengurusan dan Profesional Gred 41 ke atas (42 jam)*
- II. Kumpulan Pelaksana Gred 27-40 (36 jam)*
- III. Kumpulan Pelaksana Gred 1-26 (24 jam)*

4.2 Within one week after the date of training completed, whether it is external or internal training, the TM shall record the employee training data in the **Internal Management System**.

4.2.1 The Internal Management System shall contain the following particulars:

- I. Training Calendar (Endorsed by Board Member)
- II. Training Title
- III. Training Date
- IV. Training Participant
- V. Training Hours
- VI. Organizer
- VII. Training Venue
- VIII. Expenses
- IX. Training Type

4.2.2 These documents are distributed online via Internal Management System:

- I. Planned Date for Evaluation of Training Effectiveness
- II. Actual Date of Evaluation of Training Effectiveness
- III. Retraining Needed: Yes/ No
- IV. Knowledge Management: Yes/ No

4.3 TM shall email the SEEDS link to the HOD/ HOS for review of training hours completed by employees under their supervision.

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5.0 Post-Training Evaluation

5.1 When the evaluation of training effectiveness for specific/core training is due, the employee's supervisor or the assigned staff shall conduct the evaluation on the trained employee whether the employee concerned has improved of the intended competencies.

5.1.1 The employee's supervisor shall complete the **Employee Training Evaluation Form** within 7 days upon receiving the notification via email.

5.1.2 The training evaluation exercise will be implemented 1 months after the training has been undertaken by the employee.

6.0 Documented Information Control

6.1 Upon receipt of the written training needs submission from each sector concern from the HOS, the TM shall maintain a file labeled as **PUSTAKA Training Plan** and arrange them in sequence according to the receiving date.

6.2 The AA/TM shall keep the files in the Human Resource Room and treated as open file.

7.0 Benchmarking Visit / Study Visit Oversea

7.1 Upon completing benchmarking visit / study visit at oversea, the TM shall ensure that the staff will do a presentation of their findings and outcome during the monthly **Staff Assembly** and presentation to be done within 1 – 3 months from date of returning.

8.0 Disposal of Documented Information

8.1 Once the training records have passed their retention period, the TM shall within 60 days and through email seek the permission of the CEO to dispose them in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

Annexes

- a) Training Need Identification Form
- b) Employee Training Evaluation Form
- c) Training Proposal Form

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