

## PERAK COMMUNITY SPECIALIST HOSPITAL

### MEMORANDUM

**TO :** All HODs & HDVs  
**CC :** Chief Executive Officer  
**FROM :** Quality & Risk Division  
**SUBJECT :** TRAINING SCHEDULE FOR THE MONTH AUGUST 2026  
**DATE :** 15<sup>TH</sup> July 2026

| No | Date      | Time                     | Topic                                                      | Speaker/<br>Trainer | Venue               | Max No. of<br>Pax/session |
|----|-----------|--------------------------|------------------------------------------------------------|---------------------|---------------------|---------------------------|
| 1. | 6/8/2026  | 8.30am -<br>4.00 pm      | SEPV6 : Enhancing<br>Service Excellence &<br>Patient Care  | Ms Betty            | Conferenc<br>e room | 24 pax                    |
| 2. | 11/8/2026 | 8.30 am-<br>4.00 pm      | Handling customer<br>Complaints                            | Ms Betty            | Conferenc<br>e room | 24 pax                    |
| 3. | 18/8/2026 | 8.30am-<br>4.00pm        | Mindset Matters:<br>Managing Attitude for<br>Impact        | Ms Betty            | Conferenc<br>e room | 24 pax                    |
| 4. | 20/8/2026 | 9.00am-<br>12.00noo<br>n | Communication That<br>Heals                                | Ms Betty            | Conferenc<br>e room | 24pax                     |
| 5. | 27/8/2026 | 9.00am-<br>12.00noo<br>n | Professional Courtesy<br>& Social Etiquette (new<br>staff) | Ms Betty            | Conferenc<br>e room | 24 pax                    |
| 6. | 4/8/2026  | 9.00am –<br>12.00pm      | ISO Awareness<br>Training                                  | Ms Mei<br>Teng      | Conferenc<br>e Room | 20 pax                    |
| 7. |           | 12.00pm<br>– 2.00pm      | PDPA Awareness<br>Training                                 | Ms Gaya             | Conferenc<br>e Room | 20 pax                    |

The above-mentioned training is scheduled for all the staff. HODs/PICs, kindly disseminate the information to all staff and arrange it accordingly. Please note that it is **mandatory for each department to nominate a minimum of one (1) staff member per session.**

HODs are **encouraged to nominate and send additional staff** where possible. Your attendance and punctuality are much appreciated. Thank you for your support and co-operation.

Prepared By :

*Cynthia*

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(Cynthia Ethel De Rozario)

Verified By :

*Gayathiry*

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(Ms Gayathiry Pandiaraja)