

PERAK COMMUNITY SPECIALIST HOSPITAL

MEMORANDUM

TO : All HODs & HDVs

CC : Chief Executive Officer

FROM : Quality & Risk Division

SUBJECT : TRAINING SCHEDULE FOR THE MONTH SEPTEMBER 2026

DATE : 17TH August 2026

No	Date	Time	Topic	Speaker/ Trainer	Venue	Max No. of Pax/session
1.	3/9/2026	9.00am - 4.00 pm	SEPV6 : Enhancing Service Excellence & Patient Care	Ms Betty	Conferenc e room	24 pax
2.	15/9/2026	9.00 am- 4.00 pm	Mindset Matters: Managing Attitude for Impact	Ms Betty	Conferenc e room	24 pax
3.	22/9/2026	9.00am- 4.00pm	Handling Customer Complaints	Ms Betty	Conferenc e room	24 pax
4.	24/9/2026	9.00am- 12.30pm	Communication That Heals	Ms Betty	Conferenc e room	24pax
5.	29/9/2026	9.00am- 12.30noon	Decoding Generative Differences	Ms Betty	Conferenc e room	24 pax
6.	8/9/2026	9.00am – 12.00pm	ISO Awareness Training	Ms Mei Teng	Conferenc e Room	20 pax
7.		12.00pm – 2.00pm	PDPA Awareness Training	Ms Gaya	Conferenc e Room	20 pax
8.	08/09/2026	3:00pm to 4:00pm	Chemical Handling Safety (only for SJ staff)	Ms Nisa	Tin Cafe	4 pax
9.	09/09/2026	3:00pm to 4:00pm	Chemical Handling Safety (only for SJ staff)	Ms Nisa	Tin Cafe	4 pax
10.	14/09/2026	3:00pm to 4:00pm	Chemical Handling Safety (only for SJ staff)	Ms Nisa	Tin Cafe	4 pax

11.	15/09/2026	3:00pm to 4:00pm	Chemical Handling Safety (only for SJ staff)	Ms Nisa	Tin Cafe	4 pax
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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)