

PERAK COMMUNITY SPECIALIST HOSPITAL

MEMORANDUM

TO : All HODs & HDVs

CC : Chief Executive Officer

FROM : Quality & Risk Division

SUBJECT : TRAINING SCHEDULE FOR THE MONTH OCTOBER 2026

DATE : 18TH September 2026

No	Date	Time	Topic	Speaker/ Trainer	Venue	Max No. of Pax/session
1.	8/10/2026	8.30am - 4.00 pm	SEPV6 : Enhancing Service Excellence & Patient Care	Ms Betty	Conference room	24 pax
2.	13/10/2026	8.30 am- 4.00 pm	Handling Customer Complaints	Ms Betty	Conference room	24 pax
3.	15/10/2026	8.30am- 12.00 noon	Body Language	Ms Betty	Conference room	24 pax
4.	27/10/2026	8.30am- 4.00pm	Mindset Matters: Managing Attitude for Impact	Ms Betty	Conference room	24pax
5.	29/10/2026	9.00am- 12.00noon	Communication That Heals	Ms Betty	Conference room	24 pax
6.	6/10/2026	9.00am – 12.00pm	ISO Awareness Training	Ms Mei Teng	Conference Room	20 pax
7.		12.00pm – 2.00pm	PDPA Awareness Training	Ms Gaya	Conference Room	20 pax
8.	08/10/2026	2:15pm to 3:15pm	Slip, Trip and Fall (Nursing)	Ms Nisa	Ward 1 /Maternity	17 pax
9.	13/10/2026	3:00pm to 4:00pm	Slip, Trip and Fall (Nursing)	Ms Nisa	Ward 3A	16 pax
10.	21/10/2026	2:30pm to 3:30pm	Slip, Trip and Fall (Nursing)	Ms Nisa	Dialysis	10 pax
11.	15/10/2026	1:00pm to 2:00pm	Slip, Trip and Fall (Kitchen staff)	Ms Nisa	Tin Cafe	15 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)