



STANDARD KOMPETENSI KEBANGSAAN
(NATIONAL COMPETENCY STANDARD)

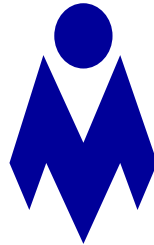
NCS-007:2018

PEKERJA ASING DI MALAYSIA
FOREIGN WORKERS IN MALAYSIA



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Kementerian Sumber Manusia, Malaysia**

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Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

NATIONAL COMPETENCY STANDARD

PEKERJA ASING DI MALAYSIA

FOREIGN WORKERS IN MALAYSIA

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Abbreviation

1. MoU Memorandum of Understanding
2. NCS National Competency Standard
3. NSDC National Skills Development Council
4. STC Standard Technical Committee
5. STEC Standard Technical Evaluation Committee
6. SDC Standard Development Committee
7. PPE Personnel Protective Equipment
8. OSH Occupational Safety and Health
9. OSHA Occupational Safety and Health Act
10. SOP Safe Operating Procedure
11. ISC Immigration Security Clearance
12. FOMEMA Foreign Workers' Medical Examination

Acknowledgement

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard including:

- i. National Skills Development Council (NSDC)
- ii. Standard Technical Committee (STC)
- iii. Standard Technical Evaluation Committee (STEC)
- iv. Standard Development Committee (SDC)
- v. Facilitator
- vi. Secretariat
- vii. Related Organisation

STANDARD PRACTICE
NATIONAL COMPETENCY STANDARD (NCS) FOR:
FOREIGN WORKERS IN MALAYSIA

1. Introduction

The Memorandum of Understanding (MoU) between Government of Malaysia and Government of Source Country Regarding the Recruitment of Workers, stipulates in Article 4(iii), (iv) and (v); Article 5 and Article 8(C)(vi) that all foreign workers working in Malaysia must possess sufficient knowledge of Malaysian culture and social practices, be able to communicate either in the English or Malay language and comply with all Malaysian laws, regulations and immigration procedures in Malaysia. One of the factors identified as contributing to misunderstandings, social problems and workplace problems among the foreign workers in Malaysia is their inability to communicate in English or Malay and a lack of understanding of Malaysian cultures, laws and regulations.

In order to enable compliance with the relevant provisions of the MoU, the Malaysian government requires foreign workers working in Malaysia to attend an induction course on communication skills, Malaysian culture and laws and regulations. This requirement comes into effect from 1st March, 2004.

1.1. Competency Overview

The purpose of this NCS is to familiarize foreign workers with the essential aspects of the Malay or English language, Malaysian culture and Malaysian laws and regulations to help them to adapt well in their workplace and community. It will promote good social relations, improve adherence to standards of workplace safety and health, enable better compliance with Malaysian laws and regulations.

1.2. Rationale of NCS Development

The objectives of the NCS are to:

- a) Enable foreign workers in Malaysia to have daily communication skills in English or Malay;
- b) Provide awareness of and respect for cultures and customs practiced in Malaysia; and
- c) Develop understanding and compliance with Malaysian laws and regulations.

1.3. Regulatory / Statutory Body Requirements Related to Competency

- a) Ministry of Human Resources
 - Labour Department of Peninsular Malaysia
 - Department of Occupational Safety and Health
- b) Ministry of Home Affairs
 - Immigration Department of Malaysia
 - Royal Malaysia Police
- c) Ministry of Tourism and Culture Malaysia

2. Award of Certificate

The Director General may award Statements of Achievement, to any person upon conforming to the Standards as stipulated under the National Skills Development Act 2006 (Act 652).

3. List Of Competencies

The NCS Foreign Workers In Malaysia personnel is competent in performing the following core competencies:

- a. English/Malay Language Proficiency
- b. Malaysian Culture
- c. Malaysian Laws

4. Work Conditions

NIL

5. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- a. Ministry of Human Resources
Block D3 & D4, Complex D,
Administrative Center, Federal Territory,
62502 Putrajaya
03-8000 8000
<http://www.mohr.gov.my>
- b. Labour Department of Peninsular Malaysia
Level 5, Block D3, Complex D,
Administrative Center, Federal Territory,
62530, Putrajaya
03-8886 5192
<http://jtksm.mohr.gov.my>
- c. Department of Occupational Safety and Health
Level 1, 3, 4 & 5, Block D4, Complex D,
Administrative Center, Federal Territory,
62530 Putrajaya
03-8886 6496
<http://mykkp.dosh.gov.my/>
- d. Ministry of Home Affairs
Block D1, D2 & D9, Complex D,
Administrative Center, Federal Territory,
62546 Putrajaya
03-8886 8000
<http://www.moha.gov.my>
- e. Immigration Department of Malaysia
No 15, Level 1-7 (Podium),
Persiaran Perdana, Precint 2,
62550 Putrajaya
03-8000 8000
www.imi.gov.my/
- f. Royal Malaysia Police Headquarters
Bukit Aman
50560 Kuala Lumpur
03 - 2266 2222
www.rmp.gov.my

- g. Ministry of Tourism and Culture Malaysia
No. 2, Tower 1,
Jalan P5/6, Presint 5,
62200 Putrajaya
03-8000 8000
<http://www.motac.gov.my>

6. Standard Technical Evaluation Committee

NO	NAME	POSITION & ORGANISATION
1.	Shahabuddin bin Abu Bakar	Head of Assistant Secretary Labour Policy Ministry of Human Resources
2.	Othman bin Hamzah	Senior Assistant Director Immigration Department of Malaysia
3.	Mohd Suhoor bin Suyati	Senior Assistant Director Immigration Department of Malaysia
4.	Sharon Janaprakasam	Assisstant Secretary Foreign Worker Management Division Ministry of Home Affairs
5.	Noor Hasrell bin Hassan	Assisstant Secretary Industry Development Division Ministry of Tourism and Culture Malaysia

7. Standard Development Committee

NCS FOREIGN WORKERS IN MALAYSIA

NO	NAME	POSITION & ORGANISATION
1.	Satish a/l Sreenivasan	Assistant Secretary Labour Policy Ministry of Human Resources
2.	Wan Ismail bin Wan Ibrahim	Director Foreign Worker Division Labour Department of Peninsular Malaysia
3.	Habsah binti Md Ishak	Director Human Capital Development Division Department of Occupational Safety and Health
4.	Noor Azurah bt Hj. Abd Rahman	Head of Unit International Policy & Development Division (Development Section) Department of Occupational Safety and Health
5.	Ahmad Taufik Bin Zainudin	Assistant Secretary Police And Border Security Division Ministry of Home Affairs
6.	Dzulkiflee bin Mokhati	Deputy Assistant Director Foreign Worker Division Immigration Department of Malaysia
7.	Mohd Fauzi bin Abu Hassan	Assistant Director Foreign Worker Division Immigration Department of Malaysia
8.	Simon Mancha Maring	Head of Assistant Secretary Culture Policy Division Ministry of Tourism and Culture Malaysia
9.	Khairul bin Khairuddin	President Association of Tourism Training Institute of Malaysia (ATTIM)
10.	Siti Roha binti Ramli	Executive Secretary Association of Tourism Training Institute of Malaysia (ATTIM)
11.	Abu Musa bin Mohamad Isa	Manager Precious Galaxy Sdn Bhd
12.	Hj. Mohd Yazid bin Awalludin	Director NOSS Division JPK
13.	Shamsida binti Zainal Abidin	Deputy Director MOSQ Division JPK
14.	Siti Fauziah binti Jumadi	Chief Assistant Director NOSS Division JPK

15.	Dr. Alina binti A. Rahman @ Othman	Chief Assistant Director MOSQ Division JPK
16.	Lili Munira binti Mat Yusuf	Senior Assistant Director NOSS Division JPK
17.	Mohd Shahrol @ Shukor bin Salleh	Assistant Director NOSS Division JPK
18.	Yusni Amir bin Dahlan	Assistant Director NOSS Division JPK
19.	Syazwani binti Azmi	Assistant Director NOSS Division JPK
20.	Shaharizal bin Shaharudin	Assistant Director NOSS Division JPK
21.	Mohd Ghazali bin Mohd Daud	Senior Skill Development Officer NOSS Division JPK
22.	Syed Najmuddin bin Syed Omar	Senior Skill Development Officer NOSS Division JPK
23.	Norhadawati binti Daud	Skill Development Officer NOSS Division JPK
24.	Mohd Nasri bin Mohamed	Skill Development Officer NOSS Division JPK
25.	Dayana binti Daiman	Skill Development Officer NOSS Division JPK

FACILITATOR		
1.	Hj. Razalee bin Che Ros	Facilitator JPK
2.	Hj. Mohd Aidil Fitri bin Ab. Razak	Facilitator JPK
3.	Syed Mahathir bin Syed Azman Shah	Facilitator JPK

STANDARD CONTENT
NATIONAL COMPETENCY STANDARD (NCS) FOR:
FOREIGN WORKERS IN MALAYSIA

9. Competency Profile (CP)

NCS TITLE	Foreign Workers in Malaysia
NCS CODE	NCS-007:2018

UNIT TITLE & UNIT CODE	UNIT DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. English/Malay Language Proficiency NCS-007:2018-C01	English/Malay Language Proficiency is to specify the minimum requirement to enhance and enable communication proficiency in English/Malay for foreign workers working in Malaysia. The person who is competent in this NCS Unit shall be able to demonstrate formal and informal language forms and to write simple phrases and sentences in accordance with Malaysian communication practises.	1.Perform demonstration of formal and informal language forms	1.1 Greetings and expressions of gratitude using selected language demonstrated 1.2 Expressions of apologies using selected language demonstrated 1.3 Expression of opinions and social viewpoints using selected language demonstrated 1.4 Work instruction responded according to working procedure 1.5 Personal details described 1.6 Common shape, space and area described 1.7 Job related conditions and work process described 1.8 Job related problems, incidents and accidents described
	The outcome of this NCS Unit is to ensure that foreign workers who are working in Malaysia possess the fundamental requisite in English / Malay communication skills which include reading, writing listening and speaking.	2.Perform writing of language forms of work related tasks	1.1 Various type of work related forms and checklist listed 1.2 Log book and work report completed according to work instruction 1.3 Related signage and symbols identified and complied 1.4 Related SOP identified and complied

UNIT TITLE & UNIT CODE	UNIT DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
<p>2. Malaysian Culture</p> <p>NCS-007:2018-C02</p>	<p>Malaysian Culture describes the information and knowledge of Malaysian Culture such as moral values & ethics, arts & festivals, social culture and work culture.</p>	<p>1. Identify introduction of Malaysia</p>	<p>1.1 History and geography of Malaysia demonstrated</p> <p>1.2 Information related to Malaysia colonial era identified</p> <p>1.3 Information on Malaysia after independence recognized</p> <p>1.4 Information on formation of Malaysia recognized</p>
	<p>The person who is competent in this NCS unit shall be able to identify introduction of Malaysia, identify Malaysian society background, identify Malaysian local and national moral values, identify Malaysian local and national social culture, identify Malaysian traditional and local arts, build productive work culture, identify Malaysian ethnics celebrations, and identify Malaysian national festivals.</p>	<p>2. Identify Malaysian society background</p>	<p>2.1 Malaysian society background demonstrated</p> <p>2.2 Diversity of Malaysia races identified</p> <p>2.3 Diversity of Malaysia ethnic group recognized</p> <p>2.4 Distribution of Malaysia population determined</p>
	<p>The outcome of this NCS unit is to establish understanding and respecting of Malaysian Culture by foreign workers.</p>	<p>3. Identify Malaysian local and national moral values</p>	<p>3.1 Malaysian local and national moral values determined</p> <p>3.2 Diversity of religious practices identified</p> <p>3.3 Information related to Malaysia taboos recognized</p> <p>3.4 Etiquette in Malaysia recognized</p>
		<p>4. Identify Malaysian local and national social culture</p>	<p>4.1 Malaysian local and national social culture demonstrated</p> <p>4.2 Social customs of Malaysia identified</p> <p>4.3 Home customs of Malaysia identified</p> <p>4.4 Proper way of greetings recognized</p> <p>4.5 Traditional Malaysian attire recognized</p> <p>4.6 Types of Malaysian cuisine recognized</p>
		<p>5. Identify Malaysian traditional and local arts</p>	<p>5.1 Malaysian traditional and local arts demonstrated</p> <p>5.2 Types of Malay traditional and local arts identified</p> <p>5.3 Types of Chinese traditional and local arts identified</p>

UNIT TITLE & UNIT CODE	UNIT DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			5.4 Types of Indian traditional and local arts identified
		6. Build productive work culture	6.1 Productive work culture demonstrated 6.2 Types of good work culture and ethics identified 6.3 Importance of good work culture and ethics recognized
		7. Identify Malaysian ethnics celebrations	7.1 Malaysian ethnics celebrations demonstrated 7.2 Various ethnic based festival identified
		8. Identify Malaysian national festivals	8.1 Malaysian national festivals demonstrated 8.2 Information on Independence Month Festival identified 8.3 Information on Malaysia Mega Sale Carnival identified
3. Malaysian Laws NCS-007:2018-C03	Malaysian Laws describes the minimum requirements for developing the understanding and abiding Malaysian Laws expected of a foreign workers seeking employment in Malaysia. The person who is competent in this NCS unit shall be able to comply to work safety and health regulations, adhere to immigration regulations, comply to labour laws and	1. Comply to occupational safety and health legislations	1.1 Work safety rules and health regulations identified 1.2 Suitable types and functionality of Personnel Protective Equipment (PPE) identified 1.3 Importance of Safety and Health Program explained 1.4 Response to workplace accidents identified
		2. Adhere to immigration regulations	2.1 Role and importance of Immigration Act explained 2.2 Importance of Health Screening explained 2.3 Importance of work pass explained

UNIT TITLE & UNIT CODE	UNIT DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>abide with criminal laws and procedures.</p> <p>The outcome of this NCS unit is to establish awareness among foreign workers seeking employment in Malaysia to become law abiding employees and citizens of Malaysia.</p>	3. Comply to labour laws	<p>3.1 Role and importance of Employment Act 1955 explained</p> <p>3.2 Role and importance Workmen Compensation Act 1952 explained</p> <p>3.3 Role and importance Industrial Relations Act 1967 explained</p> <p>3.4 Trade Union Act details explained</p> <p>3.5 National Minimum wage council 2012 explained</p> <p>3.6 Other aspects on employment explained</p>
		4. Abide with criminal laws and procedure	<p>4.1 Distinction between seizable and non seizable offence explained</p> <p>4.2 Legal procedures of arrest and detention explained</p> <p>4.3 Legal procedures to search of body and premises explained</p> <p>4.4 Legal procedures to bail and criminal trial explained</p> <p>4.5 Types of penalties explained</p>

CURRICULUM OF COMPETENCY UNIT
NATIONAL COMPETENCY STANDARD (NCS) FOR:
FOREIGN WORKERS IN MALAYSIA

10. Curriculum of NCS Unit

10.1. English/Malay Language Proficiency

NCS TITLE	Foreign Workers in Malaysia
UNIT TITLE	English/Malay Language Proficiency
LEARNING OUTCOMES	<p>The outcome of this NCS unit is to ensure that foreign workers who are working in Malaysia possess the fundamental requisite in English/Malay communication skills which include reading, writing listening and speaking.</p> <p>Upon completion of this unit, trainees must be able to:-</p> <ol style="list-style-type: none"> 1. Perform demonstration of formal and informal language forms 2. Perform writing of language forms of work related tasks
TRAINING PRE-REQUISITE	N/A
UNIT CODE	NCS-007:2018-C01

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Perform demonstration of formal and informal language forms	1.1 Greetings and expressions of gratitude <ul style="list-style-type: none"> • Daily social and formal greetings. • Social and formal addressing. 1.2 Expressions of apologies <ul style="list-style-type: none"> • Sorry. • Excuse me. • Please forgive me 1.3 Expressions of opinion and viewpoints. <ul style="list-style-type: none"> • Yes/no, agree/disagree 	1.1 Demonstrate greetings, expressions of gratitude and social and formal addressing. 1.2 Demonstrate expressions of apologies and viewpoints 1.3 Respond to and act upon briefings and oral warnings. 1.4 Conduct oral instructions and briefings.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Tactful in general communication • Articulate in conversation • Polite in expressing request, feeling and thought • Proactive in improving language skills <u>SAFETY</u> <ul style="list-style-type: none"> • N/A <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • N/A 	1.1 Greetings, expressions of gratitude daily social and formal addressing presented 1.2 Expressions of apologies and viewpoints explained and presented 1.3 Briefings and oral warnings are decided and action taken. 1.4 Instructions and briefings are delivered according to situation requirements 1.5 Complete personal details are provided

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Affirmation /confirmation 1.4 Work instructions <ul style="list-style-type: none"> • Briefings and warnings 1.5 Personal details <ul style="list-style-type: none"> • Name • Identification • Age • Origin • Religion • status • qualification • work experience 1.6 Common shapes and unit of measurement <ul style="list-style-type: none"> • common measures of length, width and height • common measures of weight • common shapes – triangle, square, rectangle, round, sphere, cube, pyramid, etc. 1.7 Denomination of Malaysian Ringgit 1.8 Job related conditions and work progress <ul style="list-style-type: none"> • working environment and 	1.5 Describe personal details 1.6 Describe shapes and unit of measurement 1.7 Identify denomination of Malaysian Ringgit 1.8 Describe job related conditions and work progress. 1.9 Describe job related problem, incidents and accidents		1.6 Shapes and unit of measurement are identified and explained 1.7 Denomination of Malaysian Ringgit identified 1.8 Job related conditions and work progress are identified and explained 1.9 Job related problem, incidents and accidents are identified and explained

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>conditions – dangerous, hazardous, restricted, etc.</p> <ul style="list-style-type: none"> • working steps and procedures including job sheet, time sheet, etc. <p>1.9 Job-related problems, incidents and accidents</p> <ul style="list-style-type: none"> • personal problems • working problems and issues • workplace accidents • sheet, time sheet, etc. 			
<p>2. Writing of Language Forms of Work Related Tasks</p>	<p>2.1 Various types of work related forms and checklists.</p> <ul style="list-style-type: none"> • Common forms used at the workplace – leave, requisition (order), security, etc. • Common work process checklists. <p>2.2 Logbooks</p> <ul style="list-style-type: none"> • Purpose and usage of logbooks and work 	<p>2.1 Write personal details</p> <p>2.2 Differentiate work related forms and checklists</p> <p>2.3 Differentiate work logbooks</p> <p>2.4 Differentiate work regulations and instructions</p> <p>2.5 Write memos, notes and messages</p> <p>2.6 Check work step and</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Precise and concise in simple sentence writing • Tactful in general communication • Polite in expressing request, feeling and thought • Proactive in improving language skills <p><u>SAFETY</u></p>	<p>2.1 Personal details completed and presented</p> <p>2.2 Work related forms and checklists are identified and completed</p> <p>2.3 Work logbooks are identified and completed</p> <p>2.4 Work regulations and instructions are complied</p> <p>2.5 Memos, notes and messages are described and completed</p> <p>2.6 Work step and related</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>records</p> <p>2.3 Job related regulations and instructions</p> <ul style="list-style-type: none"> • company ‘Do’s’ and ‘Don’t’s’ • simple memos, notes and messages • working steps and procedures including job sheet, time sheet, etc. • standard operating procedures • signage <p>2.4 Employment documents</p> <ul style="list-style-type: none"> • passport and work permit • terms and conditions of employment 	<p>related procedures</p> <p>2.7 Differentiate signage</p> <p>2.8 Differentiate work related employment documents</p>	<ul style="list-style-type: none"> • N/A <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • N/A 	<p>procedures are understood and complied</p> <p>2.7 Signage are recognised and complied</p> <p>2.8 Work related employment documents understood and kept for safekeeping</p>

References for Learning Material Development

1. Gibson, R. 2002. *Intercultural Business Communication: An Introduction to the Theory and Practice of Intercultural Business Communication for Teachers, Language Trainers, and Business People*. OUP Oxford. ISBN 9780194421805
2. Novinger, T. 2013. *Intercultural Communication: A Practical Guide*. University of Texas Press. ISBN 9780292757011
3. Lachance, J. 2008. *Practice Makes Perfect: Basic English*. McGraw Hill Professional. ISBN 9780071771702
4. Othman, Z. 2015. *Colloquial Malay: The Complete Course for Beginners*. Routledge. ISBN 9781317305170
5. Othman, Z. & Atmosumarto, S. 1995. *Colloquial Malay: The Complete Course for Beginners*. Routledge Chapman & Hall. ISBN 9780415110143

10.2. Malaysian Culture

NCS TITLE	Foreign Workers in Malaysia
UNIT TITLE	Malaysian Culture
LEARNING OUTCOMES	<p>The outcome of this NCS unit is to establish understanding and respecting of Malaysian Culture by foreign workers.</p> <p>Upon completion of this unit, trainees must be able to:-</p> <ol style="list-style-type: none"> 1. Identify introduction of Malaysia 2. Identify Malaysian society background 3. Identify Malaysian local and national moral values 4. Identify Malaysian local and national social culture 5. Identify Malaysian traditional and local arts 6. Build productive work culture 7. Identify Malaysian ethnics celebrations 8. Identify Malaysian national festivals.
TRAINING PRE-REQUISITE	N/A
UNIT CODE	NCS-007:2018-C02

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Identify introduction of Malaysia	1.1 History of Malaysia 1.2 Geography of Malaysia	1.1 Identify Malaysia history 1.2 Identify Malaysia geography	<u>ATTITUDE</u> • Resourceful in gathering relevant information <u>SAFETY</u> • N/A <u>ENVIRONMENT</u> • N/A	1.1 Introduction of Malaysia such as history and geography demonstrated 1.2 Information related to Malaysia colonial era determined 1.3 Information on Malaysia after independence determined 1.4 Information on formation of Malaysia determined

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Identify Malaysian society background	2.1 Malaysian races / ethnic groups 2.2 Distribution of Malaysian population	2.1 Identify Malaysian races / ethnic groups 2.2 Identify distribution of Malaysian population	<u>ATTITUDE</u> • Resourceful in gathering relevant information <u>SAFETY</u> • N/A <u>ENVIRONMENT</u> • N/A	2.1 Malaysian society background such as Malaysian races / ethnic groups and distribution of population demonstrated 2.2 Diversity of Malaysia races determined 2.3 Diversity of Malaysia ethnic group determined 2.4 Distribution of Malaysia population determined
3. Identify Malaysian local and national moral values	3.1 Religious / beliefs practices • Muslims • Buddhist • Hindus • Christian 3.2 Malaysia taboos • Malay-avoid wearing shoes in house • Chinese-avoid wearing black costume while festival • Indian-avoid wearing 'Pottu' for widow 3.3 Local customs & traditions • Malay-Wedding ceremony • Chinese-Family	3.1 Identify Malaysian religious / beliefs practices 3.2 Identify cultural taboos 3.3 Identify local customs & traditions 3.4 Identify moral values and ethics	<u>ATTITUDE</u> • Resourceful in gathering relevant information <u>SAFETY</u> • N/A <u>ENVIRONMENT</u> • N/A	3.1 Malaysian local and national moral values such as religious / belief practices, cultural taboos, local customs & traditions, and moral values & ethics determined 3.2 Diversity of religious practices determined 3.3 Information related to Malaysia taboos determined 3.4 Etiquette in Malaysia determined

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	gathering on the eve of Chinese New Year <ul style="list-style-type: none"> • Indian-Celebration of the first birth • Iban-Welcoming guest • Kadazan-Welcoming daughter/ son in law 3.4 Moral values and ethics <ul style="list-style-type: none"> • Civic minded • Honest • Cooperative • Tolerant 			
4. Identify Malaysian local and national social culture	4.1 Various social culture of Malaysia <ul style="list-style-type: none"> • Malay-‘Kenduri’ • Chinese-Yee sang • Indian- Serving food on Banana Leaf • Iban-Tattoos • Kadazan-Tamu 4.2 Respect for elderly people of different culture <ul style="list-style-type: none"> • Greeting according to races/culture • Addressing 4.3 Social restrictions according to different races 4.4 Formal & informal attire 4.5 Various cultural habits	4.1 Identify various social culture of Malaysia 4.2 Establish respect for elderly people of different culture 4.3 Identify social restrictions according to different races 4.4 Identify formal & informal attire 4.5 Identify various cultural habits depending on occasions and situations	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Resourceful in gathering relevant information <u>SAFETY</u> <ul style="list-style-type: none"> • N/A <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • N/A 	4.1 Various social culture of Malaysia determined 4.2 Respect for elderly people of different culture demonstrated 4.3 Social restrictions according to different races determined 4.4 Formal & informal attire determined 4.1 Various cultural habits depending on occasions and situations determined

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	depending on occasions and situations			
5. Identify Malaysian traditional and local arts	5.1 Malays - traditional & locals arts <ul style="list-style-type: none"> Wayang kulit, batek chanting, gasing, silat 5.2 Chinese - traditional & locals arts <ul style="list-style-type: none"> Lion dance, chingay, wushu 5.3 Indians - traditional & locals arts <ul style="list-style-type: none"> Silambam, bharatanatyam dance 5.4 Iban - traditional & locals arts <ul style="list-style-type: none"> Ngajat, datun julud 5.5 Kadazan - traditional & locals arts <ul style="list-style-type: none"> Sumazau, manganatip 	5.1 Recognize Malays - traditional & locals arts 5.2 Recognize Chinese - traditional & locals arts 5.3 Recognize Indians - traditional & locals arts 5.4 Recognize Iban - traditional & locals arts 5.5 Recognize Kadazan - traditional & locals arts	<u>ATTITUDE</u> <ul style="list-style-type: none"> Resourceful in gathering relevant information <u>SAFETY</u> <ul style="list-style-type: none"> N/A <u>ENVIRONMENT</u> <ul style="list-style-type: none"> N/A 	5.1 Malaysian traditional and local arts such as Wayang kulit, batek chanting, gasing, silat, lion dance, chingay, wushu, silambam, bharatanatyam dance, ngajat, datun julud, sumazau, and manganatip demonstrated 5.2 Types of Malay traditional and local arts determined 5.3 Types of Chinese traditional and local arts determined 5.4 Types of Indian traditional and local arts determined
6. Build productive work culture	6.1 Company requirement, rules and regulation 6.2 Time management (punctuality) 6.3 Team work (cooperative) 6.4 Loyalty to employer 6.5 Working in harmony	6.1 Comprehend company requirement, rules and regulation 6.2 Follow time management (punctuality) 6.3 Recognize team work (cooperative) 6.4 Loyal to employer 6.5 Perform works in harmony	<u>ATTITUDE</u> <ul style="list-style-type: none"> Resourceful in gathering relevant information <u>SAFETY</u> <ul style="list-style-type: none"> N/A <u>ENVIRONMENT</u> <ul style="list-style-type: none"> N/A 	6.1 Company requirement, rules and regulation identified 6.2 Time management (punctuality) obeyed 6.3 Team work (cooperative) identified 6.4 Loyal to employer demonstrated 6.5 Works in harmony demonstrated

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
7. Identify Malaysian ethnics celebrations	7.1 Aidil Fitri celebration (Malays / Muslims) 7.2 Chinese New Year (Chinese) 7.3 Deepavali (Indian / Hindus) 7.4 Gawai Dayak (Iban) 7.5 Tadau Kaamatan (Kadazan) 7.6 Christmas (Christian) 7.7 Wesak Day (Buddhist)	7.1 Identify Aidil Fitri celebration (Malays / Muslims) 7.2 Identify Chinese New Year (Chinese) 7.3 Identify Deepavali (Indian / Hindus) 7.4 Identify Gawai Dayak (Iban) 7.5 Identify Tadau Kaamatan (Kadazan) 7.6 Identify Christmas (Christian) 7.7 Identify Wesak Day (Buddhist)	<u>ATTITUDE</u> • Resourceful in gathering relevant information <u>SAFETY</u> • N/A <u>ENVIRONMENT</u> • N/A	7.1 Information on Aidil Fitri celebration (Malays / Muslims) determined 7.2 Information on Chinese New Year (Chinese) determined 7.3 Information on Deepavali (Indian / Hindus) determined 7.4 Information on Gawai Dayak (Iban) determined 7.5 Information on Tadau Kaamatan (Kadazan) determined 7.6 Information on Christmas (Christian) determined 7.7 Information on Wesak Day (Buddhist) determined
8. Identify Malaysian national festivals	8.1 Water Festival Month 8.2 Malaysia Mega Sale Carnival 8.3 Colours of Malaysia Month 8.4 Food & Fruit Fiesta Month 8.5 Independence Month 8.6 International Arts Month	8.1 Identify Water Festival Month 8.2 Identify Malaysia Mega Sale Carnival 8.3 Identify Colours of Malaysia Month 8.4 Identify Food & Fruit Fiesta Month 8.5 Identify Independence Month 8.6 Identify International Arts Month	<u>ATTITUDE</u> • Resourceful in gathering relevant information <u>SAFETY</u> • N/A <u>ENVIRONMENT</u> • N/A	8.1 Information on Water Festival Month determined 8.2 Information on Malaysia Mega Sale Carnival determined 8.3 Information on Colours of Malaysia Month determined 8.4 Information on Food & Fruit Fiesta Month determined 8.5 Information on Independence Month determined

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
				determined 8.6 Information on International Arts Month determined

References for Learning Material Development

- 1 Encyclopaedia of Malaysia, Religions and Beliefs (2005), Prof. Dr M. Kamal Hassan, Dr. Ghazali bin Basri. Editions Didier Millet, ISBN NO. 981-3018-51-8
- 2 Encyclopaedia of Malaysia, Performing Arts (2004), Prof. Dr Ghulam-Sarwar Yousof. Editions Didier Millet, ISBN NO. 981-3018-56-9
- 3 Encyclopaedia of Malaysia, Peoples and Traditions (2006), Prof Dato' Dr Hood Salleh. Editions Didier Millet, ISBN NO. 981-3018-53-4

10.3. Malaysian Laws

NCS TITLE	Foreign Workers in Malaysia
UNIT TITLE	Malaysian Laws
LEARNING OUTCOMES	<p>The outcome of this NCS unit is to establish awareness among foreign workers seeking employment in Malaysia to become law abiding employees and citizens of Malaysia.</p> <p>Upon completion of this unit, trainees must be able to:-</p> <ol style="list-style-type: none"> 1. Comply to occupational safety and health legislations 2. Adhere to immigration regulations 3. Comply to labour laws 4. Abide with criminal laws and procedure
TRAINING PRE-REQUISITE	N/A
UNIT CODE	NCS-007:2018-C03

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Comply to occupational safety and health (OSH) legislations	<p>1.1 Introduction to OSH</p> <ul style="list-style-type: none"> • Overview of OSH • Basic Occupational Safety and Health at Workplace • Awareness on Safety and Health at workplace <p>1.2 Rules and Regulations (general worker)</p> <ul style="list-style-type: none"> • Occupational Safety and Health Act (OSHA) 1994 	<p>1.1 Identify hazard at workplace</p> <p>1.2 Identify do and don't at workplace</p> <p>1.3 Identify response to workplace accidents</p> <p>1.4 Identify suitable types and functionality of Personnel Protective Equipment (PPE)</p> <p>1.5 Explain importance of Safety and Health Program</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Resourceful in gathering relevant information • Aware and conscious work safety and health practices, regulations <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • N/A <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • N/A 	<p>1.1 Occupational safety and health practice at workplace identified</p> <p>1.2 Most common causes of accident identified</p> <p>1.3 Accident prevention practices identified</p> <p>1.4 Integral part of the responsibilities with regard to OSHA rules and regulation explained</p> <p>1.5 Specific rules for safe methods of work and suitable explained</p> <p>1.6 Importance of healthy and safe working culture among employees and employers explained</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> - Create a healthy and safe working culture among all employees and employers - Duty of Employer - Duties of Employees - Duty not to misuse • Specific Workplace Rules <ul style="list-style-type: none"> - Safe Operating Procedure (SOP) - Do's and Don'ts <p>1.3 Workplace Accident and Occupational Disease at Workplace</p> <ul style="list-style-type: none"> • Workplace Accident and Occupational Disease Statistic <ul style="list-style-type: none"> - Scenario of Workplace Accident in Malaysia - Scenario of Occupational Disease and 			<p>1.7 Duty and penalty to employer and employee towards healthy and safe working culture described</p> <p>1.8 Specific workplace rules, do's & don'ts identified</p> <p>1.9 Type and functionality of PPE identified</p> <p>1.10 Importance of safety and health program explained</p> <p>1.11 Types of unsafe act and condition explained</p> <p>1.12 Procedure in reporting and handling workplace accident demonstrated</p> <p>1.13 First Aid Facilities identified</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>Poisoning in Malaysia</p> <ul style="list-style-type: none"> • b. Most Common Causes of Workplace Accident and Occupational Disease <ul style="list-style-type: none"> - Most Common Causes of Accident - Most Common Causes of Occupational Disease • Accident can be prevented • Report workplace accident and handling Accident • First Aid Facilities <p>1.3 Personal Protective Equipment (general worker)</p> <ul style="list-style-type: none"> • Introduction to Personal Protective Equipment (PPE) <ul style="list-style-type: none"> - Types of PPE and usage 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> - Importance of PPE <p>1.4 Safety and Health Program</p> <ul style="list-style-type: none"> • Housekeeping and cleanliness • Emergency Response Plan • Warning sign 			
<p>2. Adhere to immigration regulations</p>	<p>2.1. Introduction to Immigration Act 1959/63: Acts & Regulations</p> <ul style="list-style-type: none"> • Entry requirement • Passport and visa • Prohibited immigrants <p>2.2. Medical Examination and Immigration Security Clearance (ISC) At Source Country</p> <ul style="list-style-type: none"> • Medical Examination (BioMedical) • Approved private clinics • Immigration 	<p>2.1 Identify Immigration Act 1959/63: Acts & Regulations</p> <p>2.2 Explain requirements of Medical Examination and Immigration Security Clearance (ISC)</p> <p>2.3 Explain requirements of Visit Pass (Temporary Employment)</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Resourceful in gathering relevant information • Aware and conscious in compliance to immigration regulations <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • N/A <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • N/A 	<p>2.1 Immigration Act 1959/63: Acts & Regulations on entry requirement, passport and visa, and prohibit immigrants identified.</p> <p>2.2 Requirements of Medical Examination (BioMedical), approved private clinics, Immigration Security Clearance (ISC), and Medical examination after arrive in Malaysia (FOMEMA) explained.</p> <p>2.3 Requirements of Visit Pass (Temporary Employment) explained</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>Security Clearance (ISC)</p> <ul style="list-style-type: none"> • Medical examination after arrive in Malaysia. (FOMEMA) <p>2.3. Visit Pass (Temporary Employment)</p> <ul style="list-style-type: none"> • Procedure to obtain Visit Pass (Temporary Employment) and renewal • Consequences of failure to renew Visit Pass Temporary Employment • Types of sectors • Working period • Conditions for issuing Visit Pass (Temporary Employment) • Restriction to bring family members • Restriction relating to marriage 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Comply to labour laws	3.1. Introduction to Employment Act 1955 <ul style="list-style-type: none"> • Scope of the Act • Contract of service & Letter of Appointment • Wage period • Time of payment of wages • Payment of Wages • Lawful deductions • Working hours • Entitlement to rest days, Annual Leave, Sick Leave, and Public Holidays • Notice of termination of contract of service and termination benefits • Payment of wages on termination of contract • Procedure of filing of complaints to the 	3.1 Explain role and importance of Employment Act 1955 3.2 Explain Role and importance Workmen Compensation Act 1952 3.3 Explain role and importance Industrial Relations Act 1967 3.4 Explain other aspects on employment	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Resourceful in gathering relevant information • Aware and conscious in compliance to labour laws • Discipline, punctual and obedient in workplace • Proper grooming and attire to work <u>SAFETY</u> <ul style="list-style-type: none"> • N/A <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • N/A 	3.1 Role and important of Employment Act 1955 explained 3.2 Role and importance Workmen' Compensation Act 1952 on the Foreign Workers' Insurance Scheme explained 3.3 Role and importance of Industrial Relation Acts 1967 explained 3.4. Other Aspects On Employment explained

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	Department of Labour <ul style="list-style-type: none"> • Sexual Harassment 3.2. Introduction to Workmen' Compensation Act 1952 <ul style="list-style-type: none"> • Foreign Workers' Insurance Scheme 3.3. Introduction to Industrial Relation Acts 1967 <ul style="list-style-type: none"> • Maintain industrial harmony at work place • Prohibition on strike/ intimidation/pick et 3.4. Introduction to Trade Union Act 1959 3.5. Introduction to National Wage Consultative Council Act 2011 3.6. Other Aspects On Employment <ul style="list-style-type: none"> • Punctuality • Productivity • Obedience 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Hostel Rules & Regulations • Proper working attire • Understanding company corporate culture 			
<p>4. Abide with Criminal Procedure Code (Revised 1999) [Act 593]</p>	<p>4.1 Introduction the basic of Criminal Procedure Code (Revised 1999) [Act 593]:</p> <ul style="list-style-type: none"> • Distinction Between Seizable and Non-Seizable Offences • Arrest and Detention • Search of Body And Premises (with or without warrants) • Bail And Criminal Trail • Penalties <ul style="list-style-type: none"> - Penalties for selected 'common' offences under Penal Code, Dangerous 	<p>4.1 Explain distinction between seizable and non seizable offence</p> <p>4.2 Explain legal procedures of arrest and detention</p> <p>4.3 Explain legal procedures to search of body and premises</p> <p>4.4 Explain legal procedures to bail and criminal trial</p> <p>4.5 Explain types of penalties</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Resourceful in gathering relevant information • Aware, conscious and forbearance towards acts chargeable under criminal laws <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • N/A <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • N/A 	<p>4.1 Distinction Between Seizable and Non Seizable Offences identified</p> <p>4.2 Procedures of arrest and detention either with or without warrants explained</p> <p>4.3 Procedures to search of body and premises explained</p> <p>4.4 Procedures to bail and criminal trail explained</p> <p>4.5 Types of penalties identified</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	Drugs Act, Child Act, and Immigration Act.			

References for Learning Material Development

1. Occupational Safety and Health Act (OSHA) 1994 [Act 514]
2. Occupational Safety and Health Master Plan 2016 - 2020
3. Guidelines on Occupational Safety and Health Act 1994 [Act 514], Year 2006
4. Immigration Act 1959/63 (Amended Act 2002)
5. Passport Act 1996 (Amended 1966)
6. Immigration Regulations 1963
7. Pekeliling Imigresen Malaysia Bil 16/2017
8. Criminal Procedure Code (Revised 1999) [Act 593]
9. Penal Code
10. Child Act 1999
11. Dangerous Drugs Act 1952

11. Delivery Mode

The following are the **recommended** training delivery modes:-

KNOWLEDGE	SKILL
<ul style="list-style-type: none">• Lecture• Group discussion• E-learning, self-paced• E-learning, facilitated• Case study or Problem based learning (PBL)• Self-paced learning, non-electronic• One-on-one tutorial• Shop talk• Seminar	<ul style="list-style-type: none">• Demonstration• Simulation• Project• Scenario based training (SBT)• Role play• Coaching• Observation• Mentoring

12. Tools, Equipment and Materials (TEM)

FOREIGN WORKERS IN MALAYSIA

Unit No.	UNIT CODE	UNIT TITLE
Unit 1	NCS-007:2018-C01	English/Malay Language Proficiency
Unit 2	NCS-007:2018-C02	Malaysian Culture
Unit 3	NCS-007:2018-C03	Malaysian Law

* Items listed refer to TEM's **minimum requirement** for skills delivery only.

No	ITEM*	RATIO (TEM : Trainees)	Unit 1	Unit 2	Unit 3
A. Tools			Tick (√) where relevant		
1	Language learning set	1:1	√		
B. Equipment			Tick (√) where relevant		
1	Computer and peripherals	1:1	√	√	√
2	LCD Projector	1:25	√	√	√
C. Materials			Tick (√) where relevant		
1	AVA – white board, paper	1:25	√	√	√
2	Sample – Log book, checklist, signage and employment document	1:5	√		
3	Maps of Malaysia	1:1		√	√

13. Training Hour Summary

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

FOREIGN WORKERS IN MALAYSIA

UNIT CODE	UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (HOURS)	RELATED SKILLS (HOURS)	TRAINING DURATION (HOURS)	SKILLS CREDIT
NCS-007:2018-C01	English/Malay Language Proficiency	Perform demonstration of formal and informal language forms and	6	24	30	3
		Perform writing of language forms of work related tasks				
NCS-007:2018-C02	Malaysian Culture	Identify introduction of Malaysia	5	5	10	1
		Identify Malaysian society background				
		Identify Malaysian local and national moral values				
		Identify Malaysian local and national social culture				
		Identify Malaysian traditional and local arts				
		Build productive work culture				
		Identify Malaysian ethnics celebrations				
		Identify Malaysian				

		national festivals				
NCS-007:2018-C03	Malaysian Laws	Comply to occupational safety and health legislations	15	5	20	2
		Adhere to immigration regulations				
		Comply to labour laws				
		Abide with criminal laws and procedure				
TOTAL HOURS			26	34	60	6