Foreign Workers Retail Workplace Compliance, Safety & SOCSO/PERKESO Awareness Training

Course Overview

This training programme is designed to equip foreign workers in the retail industry with essential knowledge on Malaysian workplace regulations, employment compliance, safety practices, hygiene standards, customer service expectations, and workplace conduct. Participants will gain practical understanding of their roles, responsibilities, and rights while promoting a safe, professional, and productive working environment.

Training Objectives

By the end of the training, participants will be able to:

☑ Understand Malaysian workplace rules, company policies, and retail industry expectations.
☑ Comply with immigration, employment, and legal requirements applicable to foreign workers.
☑ Practise workplace safety, health, and hygiene standards in daily operations.
☑ Understand SOCSO/PERKESO protection, benefits, and employee responsibilities.
☑ Apply effective customer service and communication skills when dealing with customers and colleagues.
☑ Recognise harassment, misconduct, discrimination, and inappropriate workplace behaviour.
☑ Protect customer and company information in compliance with the Personal Data Protection Act (PDPA).
☑ Respond appropriately during emergencies, workplace incidents, and accident situations.

Target Participants

- Foreign workers employed in retail outlets
- Retail assistants and shop floor staff
- Cashiers and customer service personnel
- Newly hired employees

Course Duration

🕘 1 Day Training Programme
⏰ 9:00 AM – 6:00 PM

Course Outline & Programme Timeline

Time	Module	Topic	Course Contents
9:00 AM – 9:30 AM	**Module 1**	**Welcome & Retail Workplace Orientation**	• Introduction to Malaysian retail industry • Company rules, attendance & punctuality • Workplace expectations & professionalism • Understanding workplace culture & teamwork • Employee responsibilities & positive work attitude
9:30 AM – 10:30 AM	**Module 2**	**Malaysian Employment & Immigration Compliance**	• Basic Employment Act awareness • Work permit & immigration compliance • Employee rights & responsibilities • Working hours, overtime & leave awareness • Salary, deductions & payslip understanding • Prohibited activities & legal consequences • Company disciplinary procedures
10:30 AM – 10:45 AM	**Break**	**Morning Tea Break**	—
10:45 AM – 12:00 PM	**Module 3**	**Workplace Safety & Health (OSH)**	• Introduction to workplace safety awareness • Common retail workplace hazards • Slip, trip & fall prevention • Safe manual handling techniques • Fire safety & emergency evacuation procedures • Personal Protective Equipment (PPE) awareness • Basic first aid awareness • Accident & incident reporting procedures
12:00 PM – 1:00 PM	**Module 4**	**SOCSO / PERKESO Protection for Foreign Workers**	• Introduction to SOCSO/PERKESO • Foreign Worker Employment Injury Scheme • Benefits & protection coverage • Medical treatment & compensation awareness • Workplace injury reporting procedures • Employer & employee responsibilities • Importance of reporting workplace accidents immediately

Time	Module	Topic	Course Contents
1:00 PM – 2:00 PM	**Lunch**	**Lunch Break**	—
2:00 PM – 3:00 PM	**Module 5**	**Food Hygiene & Cleanliness Standards**	• Personal hygiene practices • Workplace cleanliness standards • Hand washing & sanitation practices • Safe food handling awareness • Waste disposal & housekeeping • Pest control awareness • Preventing contamination & food safety risks
3:00 PM – 4:00 PM	**Module 6**	**Customer Service & Communication Skills**	• Customer service fundamentals • Greeting & assisting customers professionally • Effective communication skills • Communication with supervisors & teammates • Handling customer complaints professionally • Positive attitude & teamwork • Workplace ethics & service excellence
4:00 PM – 4:15 PM	**Break**	**Afternoon Tea Break**	—
4:15 PM – 5:00 PM	**Module 7**	**PDPA, Confidentiality & Cyber Awareness**	• Introduction to PDPA awareness • Protecting customer & company information • Confidentiality at workplace • Proper handling of customer information • Safe use of mobile phones & social media • Cybersecurity & scam awareness • Preventing data leakage & misuse
5:00 PM – 5:30 PM	**Module 8**	**Anti-Harassment, Discipline & Workplace Conduct**	• Respectful workplace behaviour • Harassment & discrimination awareness • Bullying & inappropriate conduct • Workplace discipline & misconduct • Reporting inappropriate behaviour • Building positive workplace culture • Professional behaviour & teamwork
5:30 PM – 6:00 PM	**Assessment**	**Quiz, Case Studies & Closing Session**	• Quiz & learning assessment • Practical workplace scenarios • Group discussion & Q&A session • Course summary & key takeaways • Closing remarks & certificate briefing

Expected Learning Outcomes

Upon completion of this programme, participants will be able to:

☑ Follow Malaysian workplace regulations and company requirements.
☑ Practise safe working habits and hygiene standards.
☑ Demonstrate professional customer service behaviour.
☑ Identify workplace misconduct and harassment issues.
☑ Protect confidential customer and company information.
☑ Respond correctly during emergencies and workplace incidents.
☑ Improve teamwork, communication, and workplace professionalism.

Training Methodology

📖 Presentation & Interactive Learning
🎯 Practical Workplace Examples
💬 Group Discussion & Q&A
📝 Quiz & Case Studies
🎭 Role Play & Scenario-Based Activities

Certificate

📜 Certificate of Attendance will be awarded upon successful completion of the training programme.