

Domestic Inquiry (DI) & Performance Improvement Plan (PIP)

Course Duration: 2-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

OVERVIEW

This 2-day training program equips participants with the knowledge and skills to conduct Domestic Inquiries (DI) and implement Performance Improvement Plans (PIP) in accordance with Malaysian laws and best practices. Through practical demonstrations and case-based learning, participants will gain confidence in managing employee misconduct and underperformance effectively, ensuring compliance and fairness while minimising legal risks.

TARGET PARTICIPANTS

This training is ideal for:

- HR professionals responsible for employee relations and compliance.
- Managers and team leaders handling misconduct or performance issues.
- Department heads who oversee employee performance improvement initiatives.
- Business owners seeking to establish fair and compliant employee management practices.

LEARNING OUTCOMES

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

- Conduct Domestic Inquiries (DI) Effectively: Understand the legal framework, follow the principles of natural justice and execute DI processes, including preparing charges, gathering evidence and conducting hearings.
- Design and Implement Performance Improvement Plans (PIP): Develop structured PIPs with measurable goals, clear timelines and actionable KPIs to address performance gaps.
- Ensure Compliance with Malaysian Employment Laws: Handle misconduct and underperformance while adhering to the Employment Act 1955 and Industrial Relations Act 1967 to mitigate legal risks.
- Manage Post-PIP Outcomes and Terminations: Navigate scenarios such as successful completions, extensions or terminations while maintaining fairness and comprehensive documentation.

PROGRAM OUTLINE**Day 1: Domestic Inquiry (DI)**

Session 1: Introduction to Domestic Inquiry (DI)

- Overview of DI: Purpose and importance in Malaysian organisations
- Relevant laws and regulations:
 - Employment Act 1955
 - Industrial Relations Act 1967
- Key principles of natural justice:
 - Right to be heard
 - Rule against bias

Session 2: The Domestic Inquiry Process

- When to conduct a DI: Identifying misconduct or violations
- Roles and responsibilities in a DI:
 - Initiator
 - Panel members
 - Presenting officer
 - Employee representative
- Step-by-step breakdown of the DI process

Session 3: Preparing for a Domestic Inquiry

- Drafting show cause letters and charges
- Gathering evidence and preparing documentation
- Selecting and briefing the DI panel

Session 4: Conducting the Domestic Inquiry

- Practical demonstration:
 - Opening statement by the presenting officer
 - Examination and cross-examination of witnesses
 - Employee's defense and closing statement
- Recording minutes and proceedings

Day 2: Performance Improvement Plan (PIP)

Session 1: Understanding the PIP Framework

- What is a PIP?
- Objectives of PIP: Aligning performance with organisational goals
- Legal implications: Handling underperforming employees within the framework of Malaysian employment law

Session 2: Designing an Effective PIP

- Identifying performance gaps: Setting measurable goals
- Developing clear timelines and KPIs
- Role of managers and supervisors in implementing PIP

Session 3: Monitoring and Reviewing Performance

- Conducting progress reviews and feedback sessions
- Handling employee resistance or non-compliance
- Documentation and record-keeping

Session 4: Post-PIP Scenarios and Termination Procedures

- Outcomes of PIP:
 - Successful completion
 - Extensions and modifications
 - Termination due to non-performance
- Mitigating legal risks and maintaining fairness in the termination process